

Feb 1998

ATTACHMENT A

PERFORMANCE WORK STATEMENT

TABLE OF CONTENTS

<u>DESCRIPTION</u>	<u>PAGE</u>
1.0 Introduction	4
1.1 Background	4
1.2 Purpose	4
1.3 Definitions	5
1.3.1 Acronyms	5
1.3.2 Photographic Services Terms	6
1.4 Guidelines	7
1.5 Place of Performance	8
1.5.1 On-Site Space	8
1.5.2 Off-Site Space	9
1.6 Support for Other Agencies	9
1.7 Installation Provided Property	9
2.0 General Requirements	10
2.1 Personnel and Qualifications	10
2.1.1 Qualifications	10
2.1.2 Key Personnel	10
2.1.2.1 Project Manager	10
2.1.3 Replacement and Transfer of Personnel	10
2.2 Health and Safety	10
3.0 Technical Requirements	11
3.1 Management and Administrative Services	11
3.1.1 Management Services	11
3.1.2 Administrative Services	11
3.2 Audio-Visual Services	12
3.3 Conference Services	13
3.4 Duplicating Services	15
3.4.1 Greenbelt Duplicating Facility	15
3.4.2 Wallops Duplicating Facility	16
3.5 Graphics Services	18
3.5.1 Computer Graphics Facility	18
3.5.2 Computer Graphics Imaging and Technical Services	19
3.5.3 Computer Graphics Business Marketing Print Design Services	20
3.5.4 Computer Graphics Business Marketing Multimedia Services	22
3.5.5 Public Relations and Web Publishing Graphics Services	24
3.6 Photography Services	25
3.6.1 Scientific and Technical Photographic Shooting Services	25
3.6.2 Public Relations Photographic Shooting Services	26
3.6.3 GSFC Photographic Production Services	27
3.6.4 NASA Headquarters Photographic Production Services	28
3.7 Service Desk and Facility Scheduling Services	29
3.8 Publication and Documentation Services	30
3.9 Equipment Maintenance Services	31
3.10 Printing Management Services	32

4.0 Reporting	35
4.1 Monthly Reporting Requirements	35
4.1.1 Narrative Report	35
4.1.2 Workload Report	35
4.1.3 Performance Measures Report	35
4.1.4 Conference Registration Fees Report	35
4.1.5 Photographic Public Sales Report	35
4.1.6 Equipment Maintenance Report	35
4.2 Six-Month Reporting Requirements	35
4.2.1 Narrative Report	36
4.2.2 Workload Report	36
4.2.3 Performance Measures Report	36
4.2.4 Conference Registration Fees Report	36
4.2.5 Photographic Public Sales Report	36
4.2.6 Equipment Maintenance Report	36
5.0 Quality Control	37
5.1 Quality Control Plan	37
5.2 Prime Contractor Responsibilities	37
Appendix A Installation Provided Property (IPP)	38
Appendix B Computer Hardware and Software Requirements	48
Appendix C IPP to be Maintained by the Contractor	51
C.1 Full Service Maintenance	52
C.2 On-Call Maintenance	53

1.0 INTRODUCTION

1.1 Background

Goddard Space Flight Center (GSFC) is one of ten National Aeronautics and Space Administration (NASA) field centers. The mission of GSFC is listed below.

GSFC enables discovery through leadership in Earth and space science. We serve the scientific community, inspire the Nation, foster education, and stimulate economic growth. We partner with others to achieve NASA's goals. We create technologies that support and advance these endeavors to take full advantage of doing research in space. We accomplish this through innovation in all that we do.

Under the Space Act of 1958, NASA is charged with the "widest practicable and appropriate dissemination of information concerning its activities and results thereof." The NASA Scientific and Technical Information (STI) Program provides a systematic NASA-wide structure for the distribution of scientific and technical information. GSFC's Technical Information Services Branch (TISB) at Greenbelt, Maryland and Wallops Island, Virginia supports the NASA-wide STI Program and provides technical information services to GSFC scientists, engineers, and administrative personnel in their efforts to obtain and disseminate technical and non-technical information to advance the mission of the Center. The GSFC STI Program facilitates research in Earth science, space science, and enabling technologies by stimulating discovery, creativity and communication of knowledge to enhance life on Earth. We deliver efficient and effective access to information essential to NASA's Center of Excellence for Scientific Research while simultaneously supporting scientific literacy.

The TISB is part of the Information Technology and Services Division (ITSD) of NASA's GSFC. In partnership with many GSFC organizations, the ITSD provides comprehensive information technology leadership and support services. The ITSD is responsible for providing a full range of cost-effective and timely support services, including the preparation and dissemination of scientific and technical information.

1.2 Purpose

The purpose of this Performance Work Statement (PWS) is to describe the Contractor's technical support requirements for this effort. The resulting contract will be used to acquire the services of a Contractor to provide the necessary personnel, maintenance, and related services needed for a broad and comprehensive technical information services support function. The Contractor shall support the TISB by providing timely, efficient, and quality support services for the purpose of meeting the technical information services requirements of GSFC, NASA Headquarters, and other federal agencies as required.

The scope of this effort encompasses the following types of support:

- management and administrative services
- audio-visual services
- conference services
- duplicating services
- graphics services
- photography services

- service desk and facility scheduling services
- publications and documentation services
- equipment maintenance services
- printing management services

1.3 Definitions

1.3.1 Acronyms

ALAA	American Institute of Aeronautics and Astronautics
A/V	Audio-Visual
BPA	Blanket Purchase Agreement
B&W	Black-and-White
CASI	Center for AeroSpace Information
CD	Compact Disk
CGF	Computer Graphics Facility
CNE	Center Network Environment
COTR	Contracting Officer's Technical Representative
CS	Contract Specialist
FFM	Financial Management Manual
GPO	Government Printing Office
GSFC	Goddard Space Flight Center
HTML	Hyper Text Markup Language
IPP	Installation Provided Property
ITSD	Information Technology and Services Division
JCP	Joint Committee on Printing
LBV	Low Band Video
LISTS	Locator and Information Services Tracking System
MICTS	Management Information Cost Tracking System
MM	Millimeter
NARA	National Archives and Records Administration
NASA	National Aeronautics and Space Administration
NEMS	NASA Equipment Numbering System
NHB	NASA Handbook
NPD	NASA Policy Directive
NPG	NASA Procedural Guidelines
PDF	Portable Document Format
PIP	Professional Intern Program
PM	Project Manager
PWS	Performance Work Statement
R&D	Research and Development
SN	Serial Number
STI	Scientific and Technical Information
TISB	Technical Information Services Branch
U.S.	United States
WFF	Wallops Flight Facility
WWW	World Wide Web

1.3.2 Photographic Production Services Standards

Approval Prints

In the event of quantity orders and/or for requirements requiring special set-up or processing, the Contractor shall ask the customer to approve a sample print before quantity orders are produced. If the customer does not or declines to do so, then the Contractor shall produce the order and the Contractor's judgment on quality and aesthetics shall prevail.

Black & White Negative Processing

The Contractor shall use the standard black-and-white developers D-76 and T-MAX or adopt a processing standard that falls within a range of time and temperature parameters recommended by the chemical manufacturer.

Color Negative Film Processing

The Contractor shall use the Kodak C-41 industry standard or a compatible process that achieves similar results. Push processing is not recommended for color negative films unless the Contractor uses Ektapress.

Color Slide Processing

The Contractor shall use the E-6 process industry standard or a compatible process that produces similar results.

Contact Sheets

The Contractor shall establish a standard color balance for all film types developed by the Contractor. Color correction for color bias may be applied by the Contractor when color shift exceeds plus or minus 10 cc from negatives that have been properly exposed.

Custom Black & White Print

The Contractor shall provide a print with the full range of black-and-white tones. Normal dodging and burn-in shall be done for range correction.

Custom Color Print

The Contractor shall provide a color print within parameters of plus or minus 3 cc from neutral and plus or minus 10% in density. The Contractor shall evaluate color balance and density under standard 5000 degree Kelvin light source with a minimum of 50 foot candles.

Machine Color Prints

The Contractor shall provide machine color prints within a color variation of plus or minus 10 cc and plus or minus 1/3 stop.

Reproduction Grade Color Print

The Contractor shall size and match in color and density exactly to an original within the limits of the materials.

1.4 Guidelines

The following specifications and standards shall be adhered to as applicable for all efforts under this contract. This listing shall be updated as necessary by the Government.

Association of Professional Color Imagers APCI Glossary of Terms (n.d.)

Digital Imaging Marketing Association Digital Imaging Glossary (12/96)

Executive Order 12674 Principles of Ethical Conduct for Government Officers and
(as modified by E.O. 12731) Employees (4/89)

ASA FMM 9700	<u>NASA Travel Regulations (1/93)</u>
NHB 1620.3C	<u>NASA Security Handbook (2/93)</u>
NPG 2220.2A	<u>Guidelines for Documentation, Approval, and Dissemination of NASA Scientific and Technical Information (9/97)</u>
NPD 2220.5E	<u>Management of NASA Scientific and Technical Information (9/97)</u>
NPG 1490.5A	<u>NASA Procedures and Guidelines for Printing, Duplicating, and Copying Management (6/97)</u>
U.S. Code Title 44	<u>Public Printing and Documents (1988 edition)</u>
U.S. GPO	<u>Style Manual (1984)</u>
U.S. Public Law 93-579	<u>Privacy Act of 1974</u>
U.S. Public Law 104-13	<u>Paperwork Reduction Act of 1995</u>

1.5 Place of Performance

1.5.1 On-Site Space

The Government shall provide on-site space to the Contractor at the following locations.

- NASA's Goddard Space Flight Center
Greenbelt, MD and Wallops Island, VA

The approximate on-site space available is 11,696 square feet at Greenbelt, and 3,425 square feet at Wallops.

GREENBELT

Building 8

Contractor Office Space (Project Manager): 150 square feet
Contractor Special Use Space: 2,750 square feet
Shared Special Use Space: 6,700 square feet

Total Available Space: 9,600 square feet

Building 16W - Duplicating Facility

Contractor Special Use Space: 1,100 square feet
Shared Special Use Space: 250 square feet

Total Available Space: 1,350 square feet

Building 17

Contractor Special Use Space: 746 square feet

Total Available Space: 746 square feet

WALLOPS

Building F-1 - Duplicating Facility

Contractor Special Use Space: 3,425 square feet

Total Available Space: 3,425 square feet

The Contractor shall provide support at other Government locations as required.

1.5.2 Off-Site Space

The Contractor shall provide all space, facilities, equipment, and other support requirements, that are not otherwise already provided, at their own off-site location(s).

1.6 Support for Other Federal Agencies

Consistent with recent Federal initiatives encouraging streamlining and sharing of services across agencies, NASA may, during the life of this contract, decide to offer technical information services to other Government agencies at other sites. If this type of arrangement is anticipated, NASA will coordinate with the Contractor.

1.7 Installation Provided Property

Government-furnished facilities, equipment, supplies, and services are available for on-site Contractor use during the contract. A list of Installation Provided Property (IPP) is provided in Appendix A.

2.0 GENERAL REQUIREMENTS

2.1 Personnel and Qualifications

2.1.1 Qualifications

The Contractor shall provide technically competent personnel to fulfill all Government requirements for technical information services. All Contractor personnel shall be experienced, knowledgeable, and capable of operating all equipment in their functional area(s). The Government shall not be responsible for training Contractor personnel. Exceptions may be made in order to familiarize Contractor personnel with TISB procedures and for new Government IPP not listed in this PWS.

2.1.2 Key Personnel

The following position is identified as Key Personnel under the contract. The Contractor shall provide background, experience, certifications, and specific qualification information of personnel filling this position. Prior to replacing any Key Personnel, the Contractor shall identify the background, experience, certifications, and specific qualification information of the proposed replacement personnel to the Government.

2.1.2.1 Project Manager

The Contractor shall appoint an on-site Project Manager who will be the Contractor's authorized supervisor for technical and administrative work performed under this contract. The Project Manager shall provide the single point of contact between the Contractor and the Government COTR. The Project Manager shall receive and implement, on behalf of the Contractor, all requirements issued by the Government within the terms and conditions of this contract.

At a minimum, the Project Manager shall have a college degree; eight years of progressively more responsible professional experience, of which four years experience shall include successfully managing a project of comparable size and complexity (which includes two years of Government technical information services experience); four years of effective supervisory experience including direct supervision of at least 10 professionals and responsibility for the regular production of a series of computerized information products and services; and effective oral and written communications skills.

2.1.3 Replacement and Transfer of Personnel

The Contractor shall have the right to replace or transfer its non-key personnel and to substitute other qualified, certified, or technically competent personnel provided that such transfers or assignments will not cause a break in services. Any transfers or reassignments for the convenience of the Contractor, including travel and training costs of replacement personnel, shall be at the Contractor's expense.

2.2 Health and Safety

The Contractor shall ensure the health and safety of personnel, property, equipment, and the environment in Contractor products and activities generated in support of NASA program objectives.

3.0 TECHNICAL REQUIREMENTS

3.1 Management and Administrative Services

3.1.1 Management Services

The Contractor shall provide all necessary management and administrative support for the Contractor to perform under this contract. At a minimum, this shall include an on-site Project Manager (PM). The Project Manager shall be the point-of-contact of all Contractor services and products. The Project Manager is the Contractor's authorized supervisor for technical and administrative work performed under this contract. The Project Manager shall provide the single point-of-contact between the Contractor and the Government COTR.

The minimum requirements include, but are not limited to, the following:

1. Ensure the excellence and timeliness of all products and services delivered under this contract.
2. Receive and execute, on behalf of the Contractor, all Work Orders issued by the Government within the terms and conditions of this contract.
3. Exercise control over all aspects of contract performance.
4. Track the status of all work requests.
5. Maintain adequate staffing levels and appropriate skill mix, including constantly analyzing current and future staffing needs.
6. Ensure the currency of the staff's technical proficiency.
7. Apply sound personnel management practices to ensure staff diversity, minimize personnel turnover, and motivate a professional, highly-trained staff.
8. Attend weekly meetings with the COTR to discuss work status, performance standards, issues/concerns/problems, and overall contract performance.
9. Ensure that the Government's Customer Service Evaluation Survey is provided to all Government customers each time a product or service is provided by the Contractor.
10. Ensure participation by appropriate Contractor staff members in customer outreach activities as directed by the Government.
11. Provide Technical Refreshment recommendations to the Government for updating IPP and facilities to state-of-the-art.
12. Provide input regarding new operating procedures for consideration by the Government.
13. Attend and participate in various team, workgroup and branch meetings as required.
14. In addition to the reports listed in Section 4.0 Reporting, the Contractor shall provide various ad hoc documentation in the form of reports, surveys, and studies to the Government as required.

3.1.2 Administrative Services

The Contractor shall provide facilities, personnel, delivery capability, and all necessary services for preparing the information as directed by the Work Order. These services include, but are not limited to, typing, word processing, data-entry, filing, editing, scanning, and spreadsheet and database development. The Contractor shall be expected to provide these services on a rapid turnaround basis with little or no advance notice, when required. The Contractor shall provide technically competent personnel to perform the individual assignments as required in a timely and effective manner.

Certain work performed for this contract may require daily communications and interface between Contractor and Government customer for the purpose of technical clarification. Some of this work will be

of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating.

The minimum requirements include, but are not limited to, the following:

1. Meet with Project Manager, Government Monitor and the Government customer to discuss particular requirements and develop timeline for deliverables and completion of product, including reviews of work at appropriate points in development.
2. Submit estimate of cost and schedule to the Government Monitor.
3. Receive work through the Government Monitor. Plan, design, compose, lay out, and prepare products as required.
4. Provide skilled typing, word-processing, and spreadsheet support as required.
5. Submit a copy of each iteration to both Government Monitor and customer for review.
6. Write, design, copy, and distribute written materials as required.
7. Transfer, import, convert, and compress multiple file formats as necessary.
8. Prepare documents in their prescribed formats and in accordance with GSFC and NASA standards.
9. Prepare documents electronically as requested.
10. Assure files are technically correct for the expected output media.
11. Make frequent changes or perform continual updating as required.
12. Perform work on customer's schedule and within budget.
13. Meet the product and service quality requirements of the TISB customer.
14. Proactively communicate with customers regarding problems or changes with their work.
15. Demonstrate advanced skills with computer software and hardware and related equipment provided by the Government.
16. Exhibit a positive customer service attitude to all persons.
17. Attend and participate in various team, workgroup and branch meetings as required.

3.2 Audio-Visual Services

The audio-visual (A/V) operators shall be responsible for setting up, operating and trouble-shooting state-of-the art A/V and television equipment and accessories including, but not limited to, microphones, amplifiers, speakers, projectors, broadcast cameras, video cameras, sound systems, and related equipment (see Appendix A). The A/V operators shall also be able to provide teleconferencing and low band video support for video conferences. The A/V operators shall be able to physically move objects weighing up to 50 lbs., to sit or stand for long periods, and to be confined in a projection booth for long periods of time without any external interactions other than instructions from speakers or presenters.

The Contractor shall provide all requested on-site audio-visual (A/V) support for all conferences, meetings, and symposia held in building 3 auditorium; building 8 auditorium; building 8 Management Conference Center; building 8, room 121; building 8, room 600B; building 26 room 205; and building 26, room 212. This work shall be performed Monday through Friday, 6:00 a.m. to 6:00 p.m., except for Federal holidays.

The Contractor shall provide other A/V support for Government requirements. The requirements include, but are not limited to, the Code 200 Awards Ceremony, Celebrate Goddard Day, Technology Showcase, Focus on Our Future Day, Education Showcase, press briefings, VIP visits, ribbon-cuttings and/or ground-breaking ceremonies. This may require the Contractor to be available as needed outside the regular workday listed above. The requirements may also be staged at locations other than listed in the paragraph above.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art audiovisual technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk or Project Manager.
2. Contact and confirm the support requirements with the Government customer.
3. Provide all customer-requested equipment and support.
4. Operate all equipment in the designated facility, as requested.
5. Be on time, set up, and ready to start at the customer's requested time.
6. Provide documentation video-taping or audio-taping in managed facilities on request.
7. Be responsible for transporting equipment from one facility to another as required, setting up equipment and returning equipment to a designated area for security and safekeeping.
8. Demonstrate highly competent skills by setting up and operating computer software, hardware and related equipment for presentations (see Appendices A and B) as provided by the Government.
9. Arrange for additional A/V equipment and operators as required. If the A/V support requires equipment not on the IPP list or additional equipment is needed, the Contractor shall submit a detailed proposal for the rental cost of the equipment for review and approval by the Government.
10. Provide one (1) video-tape master to the customer from taped events.
11. Provide up to six (6) audio-tape duplicates as well as the master audio-tape upon customer request.
12. Meet the product and service quality requirements of the TISB customer.
13. Be a resource to advise and consult with customers regarding A/V equipment and maintenance requirements.
14. Demonstrate self-serve equipment to customers.
15. Be responsible for security and safekeeping of A/V equipment.
16. Maintain up-to-date A/V equipment inventory.
17. Order and maintain supplies of A/V consumable materials needed to provide services and perform minor on-site A/V equipment maintenance (e.g., audio tapes, VHS tapes, 8mm film, batteries, bulbs, etc.).
18. Manage A/V equipment loans as required. The Contractor shall ensure that the scheduling of loaned equipment is not at the detriment of supporting facility events.
19. Assure the repair and maintenance of IPP (see Appendix C) in a timely and systematic fashion.
20. Be responsible for security and safekeeping of all assigned IPP.
21. Adhere to the security procedures for all facilities.
22. Respond to phone messages from customers no later than 5 p.m. of the next working day after the message was received or refer call to a knowledgeable back-up person for response within the same time frame.
23. Exhibit a positive customer-service attitude to all persons.
24. Attend and participate in various team, workgroup and branch meetings as required.

3.3 Conference Services

GSFC convenes and hosts meetings and symposia throughout the year, some for the express purpose of preparing studies, reports, and associated documentation on a wide variety of scientific disciplines. These conferences are held at NASA Headquarters in Washington, D.C., Goddard Space Flight Center in Greenbelt, Maryland and at other selected locations including local, national, and international sites. They are attended by subject-matter specialists from other agencies, state Governments, private industry,

research institutions, and universities and colleges throughout the United States, with frequent participation by personnel from foreign countries.

The Contractor shall be responsible for providing the conference support necessary to plan, arrange, conduct, and follow up these conferences, meetings, peer reviews, working groups, colloquia, symposia and workshops convened to disseminate scientific and technical information. The Contractor shall provide personnel, services, and all necessary support for the conference as directed by the Work Order.

The minimum requirements include, but are not limited to, the following:

1. Have personnel available to answer the business phones Monday through Friday from 8:00 a.m. to 5:00 p.m. except for Federal holidays.
2. Provide the Government with a toll-free emergency phone number to reach a Contractor representative 24 hours a day, 7 days a week.
3. Be able to receive phone messages 24 hours a day, 7 days a week. These phone messages must be accessible 24 hours a day, 7 days a week from the office and from remote sites.
4. Respond to phone messages from customers no later than 5:00 p.m. of the next business day after the message was received.
5. Do not allow callers to hear a busy signal when calling the Contractor's office. A caller should always have the option of leaving a live or recorded message Monday through Friday from 8:00 a.m. to 5:00 p.m. except for Federal holidays.
6. Have the capability of sending and receiving faxes at the office servicing this contract 24-hours a day, 7 days a week.
7. Do not allow persons sending faxes to the office to receive a busy signal for more than 4 consecutive business hours.
8. Meet the customer's deadline for delivery of materials.
9. Send and receive documents and messages world-wide such as, but not limited to, conferencing administrative documents and registration forms electronically. The Contractor shall follow GSFC Computer Network Environment (CNE) policies. (See Homepage at <http://cne.gsfc.nasa.gov/> under the Electronic Mail subject area.)
10. Create a new World Wide Web (WWW) page for each conference, as required.
11. Develop and maintain a conferencing page on the WWW to be linked with the GSFC TISB Web Page.
12. Create and maintain a database of attendee registration information that can be used to produce various output as listed on the individual Work Orders.
13. Notify the customer and the Government Monitor who the Contractor has assigned as the primary and backup coordinators within one working day of receiving the planning form.
14. Contact Government monitor to discuss the customer's requirements within one working day of receiving the planning form.
15. Contact the customer to set up meeting to discuss the customer's requirements within one working day of receiving the planning form.
16. Write, design, reproduce, and distribute written pre-conference materials as required by the customer, following the regulations and guidance listed in 1.4 Guidelines.
17. Negotiate with vendors for the most appropriate facilities and services.
18. Make all necessary reservations and arrangements for facilities, equipment, and food.
19. Provide travel support in accordance with NASA Financial Management Manual FMM 9700 NASA Travel Regulations for all non-Government individuals selected by the customer who will have their travel paid to attend the event. Travel support for the selected individuals may include prepaid air tickets, per diem, ground transportation arrangements, hotel accommodations and other logistical information

including confirmation of travel plans. The Contractor shall obtain the lowest air fare rates on all authorized travel.

20. Provide meeting participants with logistical information about the meeting.
21. Produce name badges and table tents in a variety of styles, as required.
22. Provide sign interpreters, as required.
23. Provide minutes recorder(s) for multiple meetings, as required. Minutes recorders(s) shall have sufficient technical expertise to be able to understand the technical terminology used at the meeting.
24. Work with the Government to obtain necessary security clearances for all participants' access to the meeting facility.
25. Arrange for requested food service at a reasonable price.
26. Provide on-site logistical support, as requested.
27. Take no more than 2 minutes to begin to assist a customer waiting in line to register when conducting a registration.
28. Collect non-appropriated monies from attendees to pay for refreshments in accordance with NASA Ethics Rules.
29. For conferences wholly or partially funded by registration fees, the Contractor shall use registration fee monies to pay for charges in the Work Order. All registration fee monies shall be spent on charges to the Work Order and may not be transferred to another Work Order. Any registration fees remaining from the Work Order after all charges have been paid shall be returned to the Government.
30. Be able to accept payment of registration fees by purchase order, training request, cash, check, or credit card.
31. Provide required audio-visual, copying, telephone, fax, and computer equipment for conferences as required.
32. Provide skilled audio-visual operators as required.
33. Provide skilled typing and word-processing staff as required.
34. Produce post-conference publications as required by the customer following the regulations and guidance listed in 1.4 Guidelines.
35. Meet the product and service quality requirements of the TISB customer.
36. Provide an attendee list to the customer both electronically and in hard-copy, if required.
38. Exhibit a positive customer service attitude to all persons.
39. Attend and participate in various team, workgroup and branch meetings as required.

3.4 Duplicating Services

3.4.1 Greenbelt Duplicating Facility

The Contractor shall be responsible for operating and trouble-shooting on-site state-of-the-art duplicating and binding equipment and accessories including, but not limited to, high-speed duplicators; high-speed digital duplicators; color copiers; folding, trimming, shrink-wrap, and binding equipment; and sign-making equipment (See Appendix A). At a minimum, the Contractor shall staff the Duplicating Facility Monday through Friday from 8:00 a.m. to 4:30 p.m. every day except for Federal holidays. The workload is not constant, but peaks must be met to support critical GSFC operations, including requirements for work products to be produced outside the normal business hours stated above.

Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating. The Contractor shall be able to manage the work flow to accommodate rush work during normal working hours, however, there may be occasional projects which will require work to be done outside the normal business hours stated above.

The Contractor shall provide quality work products that shall be equal to the original copy provided by the customer. The Contractor shall show good judgment of whether an original is of reproducible quality and shall be able to remove lines, smudges, dirt marks, or anything not part of the original to attain a good reproducible copy. The Contractor shall produce work that is error-free. The Contractor shall correct errors that originate with the Contractor at no cost to the Government. The Contractor shall be responsible for obeying all federal laws and regulations as well as NASA and GSFC policies concerning printing, duplicating, and copy management. Duplicating operators shall be able to physically move objects weighing up to 50 lbs., and to sit or stand for long periods of time.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art duplicating technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk, Project Manager, or Government Monitor.
2. Plan work for production using the TISB work ticket information and the work product to be reproduced.
3. Input any missing data into the Management Information Cost Tracking System (MICTS) electronic database.
4. Operate all equipment in the designated facility, as requested.
5. Save and store electronic files, as requested.
6. Retrieve and load set-labeling addresses from LISTS as required.
7. Collate reproduced copy as required.
8. Bind, punch, cut, or shrink-wrap materials as required.
9. Fold reproduced copies using the folding machine as required.
10. Produce engraved plastic nameplates and signs using automated equipment provided for that purpose.
11. Meet the customer's required deadline.
12. Meet the product and service quality requirements of the TISB customer.
13. Order and maintain supplies of consumable materials needed to provide services and perform minor on-site equipment maintenance.
14. Perform general equipment maintenance, including but not limited to, clearing paper jams, replenishing ink and solvent as needed, daily cleaning and necessary oiling of equipment.
15. Notify the Government of any IPP repair and maintenance requirement within one hour of equipment problem or failure.
16. Assure the repair and maintenance of IPP (see Appendix C) in a timely and systematic fashion.
17. Follow specified security procedures for administratively sensitive or classified document reproduction.
18. Be responsible for security and safekeeping of all equipment.
19. Maintain workload and time distribution reports.
20. Adhere to the security procedures for all facilities.
21. Respond to phone messages from customers no later than 5 p.m. of the next working day after the message was received or refer call to a knowledgeable back-up person for response within the same time frame.
22. Exhibit a positive customer attitude to all persons.
23. Attend and participate in various team, workgroup and branch meetings as required.

3.4.2 Wallops Duplicating Facility

The Contractor shall be responsible for operating and trouble-shooting on-site state-of-the-art duplicating and binding equipment and accessories including, but not limited to, high-speed duplicators; high-speed digital duplicators; color copiers; and folding, cutting, and binding equipment (See Appendix A). At a minimum, the Contractor shall staff the Duplicating Facility from 8:00 a.m. to 4:30 p.m. Monday through Friday, except for Federal holidays. The workload is not constant, but peaks must be met to support critical GSFC operations, including requirements for work products to be produced outside the normal business hours stated above.

Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating. The Contractor shall be able to manage the work flow to accommodate rush work during normal working hours, however, there may be occasional projects which will require work to be done outside the normal business hours stated above.

The Contractor shall provide quality work products that shall be equal to the original copy provided by the customer. The Contractor shall show good judgment of whether an original is of reproducible quality and shall be able to remove lines, smudges, dirt marks, or anything not part of the original to attain a good reproducible copy. The Contractor shall produce work that is error-free. The Contractor shall correct errors that originate with the Contractor at no cost to the Government. The Contractor shall be responsible for obeying all federal laws and regulations as well as NASA and GSFC policies concerning printing, duplicating, and copy management. Duplicating operators shall be able to physically move - objects weighing up to 50 pounds, and to sit or stand for long periods of time.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art duplicating technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work from customers or Project Manager.
2. Plan work for production.
3. Input all data into the MICTS electronic database.
4. Operate all equipment in the designated facility, as required.
5. Collate reproduced copy as required.
6. Bind, punch, or cut materials as required.
7. Fold reproduced copies using the folding machine as required.
8. Save and store electronic files, as requested.
9. Meet the customer's required deadline.
10. Meet the product and service quality requirements of the TISB customer.
11. Order and maintain supplies of consumable materials needed to provide services and perform minor on-site equipment maintenance.
12. Perform general equipment maintenance, including but not limited to, clearing paper jams, replenishing ink and solvent as needed, daily cleaning and necessary oiling of equipment.
13. Assure the repair and maintenance of IPP (see Appendix C) in a timely and systematic fashion.
14. Notify the Government of any IPP repair and maintenance requirement within one hour of equipment problem or failure.

15. Follow specified security procedures for administratively sensitive or classified document reproduction. All staff members shall have "Secret" level security clearances.
16. Be responsible for security and safekeeping of all equipment.
17. Maintain workload and time distribution reports.
18. Produce labels and paper copy such as name lists and payroll lists on the Addressograph Whiz.
19. Maintain distribution and mailing lists as required.
20. Address envelopes as required.
21. Establish, track and maintain required reporting systems required for all deliverables.
22. Adhere to the security procedures for all facilities.
23. Maintain the property administration system for the ITSD at Wallops.
24. Respond to phone messages from customers no later than 5 p.m. of the next working day after the message was received.
25. Exhibit a positive customer attitude to all persons.
26. Attend and participate in various team, workgroup and branch meetings as required.

3.5 Graphics Services

3.5.1 Computer Graphics Facility

The Contractor shall be responsible for operating the on-site, state-of-the-art Computer Graphics Facility (CGF). At a minimum, the Contractor shall staff the Facility from 8:00 a.m. to 4:30 p.m. Monday through Friday except for Federal holidays. The Contractor shall provide graphics support necessary to fulfill print or presentation requirements for the NASA scientists, engineers, and administrative personnel at Wallops and Greenbelt. All products shall be produced in accordance with applicable federal, state, and local regulations as well as NASA standards.

Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating. The Contractor shall be able to manage the work flow to accommodate rush work during normal working hours, however, there may be occasional projects which will require work to be done outside the normal business hours stated above.

The Contractor shall plan, design, compose, lay out, and prepare professional quality visuals for presentation and print for Goddard customers using the computer as the primary graphics tool. The Contractor shall have specialized skill with Apple Macintosh graphics workstations and other graphics hardware and software (see Appendices A and B) and be able to handle multiple file formats. The Contractor shall demonstrate a sophisticated compositional and layout sense and illustration skills. The artists shall prepare viewgraphs, slides, digital presentations and hardcopy output including, but not limited to the following: chart, graph, and tabular art; copy and title art; organization and flow diagrams, certificates, symbols and logo art; illustrations and special effects, caricatures, and Frame-Grab/Burn-in combination art.

Work performed for this contract may require communications and interface between Contractor staff and NASA scientific, engineering, or administrative personnel for the purpose of technical clarification. Directions from customers may be from rough draft, brief notes, and/or oral instructions as well as printed source material, photos, slides, or electronic files.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art graphics technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk, Project Manager, Government Monitor, or directly from the customer.
2. Consult with internal or external customer to confirm and define support requirements and deadline.
3. Receive work ticket with identifying number and authorized signature with work assignment.
4. Demonstrate highly competent skills with Government-provided computer hardware and related equipment and software (see Appendices A and B).
5. Plan, design, compose, lay out, and prepare visuals and documents for presentation, print and/or Web applications, including complex renderings, posters, and certificates.
6. Apply artistic skill and knowledge of good composition to the layout and compilation of visual aids and published products.
7. Provide preproduction layout for customer review.
8. Conduct research from all appropriate sources to create accurate graphics solutions.

9. Ensure correct technical preparation for any specific media type.
10. Transfer, import, convert, compress, and manipulate electronic files.
11. Scan and optimize images for Web, presentation and print purposes.
12. Output hardcopy products or film from created files.
13. Deliver film to Service Desk with photo ticket for out-of-house processing.
14. Maintain and update the CGF Clipart Web page.
15. Maintain customer files catalog and graphics clipart files.
16. Meet the customer's deadline for delivery of work.
17. Proactively communicate with customer regarding problems or changes with their work.
18. Meet the product and service quality requirements of the TISB customer.
19. Assure the repair and maintenance of IPP (see Appendix C) in a timely and systematic fashion.
20. Notify the Government within one hour of any problems or equipment malfunctions.
21. Maintain accurate and appropriate production records and event/failure reports for submission to the Government as required.
22. Maintain supplies of consumable materials for the CGF.
23. Be responsible for security and safekeeping of assigned IPP.
24. Establish, track and maintain required reporting systems for all deliverables.
25. Adhere to the security procedures for all facilities.
26. Respond to phone messages no later than 5:00 p.m. of the next working day after the message was received.
27. Exhibit a positive customer attitude to all persons.
28. Attend and participate in various team, workgroup and branch meetings as required.

3.5.2 Computer Graphics Imaging and Technical Services

The Contractor shall provide on-site or off-site design, layout and illustration, digital image manipulations and technical support for state-of-the-art hardware and software. The Contractor shall provide graphics support necessary to fulfill print or presentation requirements for the NASA scientists, engineers, and administrative personnel at Wallops and Greenbelt. At a minimum, the Contractor shall provide staff at Greenbelt from 8:00 a.m. to 4:30 p.m. Monday through Friday except for Federal holidays. The Contractor shall be able to handle multiple file formats and demonstrate a sophisticated compositional and layout sense and illustration skills. All products shall be produced in accordance with applicable federal, state, and local regulations as well as NASA standards.

Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating. The Contractor shall be able to manage the work flow to accommodate rush work during normal working hours, however, there may be occasional projects which will require work to be done outside the normal business hours.

Using the computer as the primary graphics tool, the Contractor shall plan, design, compose, lay out, and prepare professional quality graphic products and documents for print and presentation, digital imaging and manipulation for Goddard customers both at Greenbelt and Wallops. The Contractor shall have specialized skill in Apple Macintosh workstations and other graphics hardware and software (see Appendices A and B). Additionally, the Contractor shall provide hands-on technical troubleshooting of branch information technology resources and provide TISB staff with appropriate technical guidance.

Graphics products may include, but are not limited to, digital image files, Web and hardcopy images, layouts for brochures, booklets, handouts, posters, covers, and signs. The Contractor may be required to

create charts, graphs, and tabular art; organization and flow diagrams, symbols and logo art; technical and scientific illustrations and occasionally 2-D animation and various multimedia products.

Work performed for this contract may require communications and interface between Contractor staff and NASA scientific, engineering, or administrative personnel for the purpose of technical clarification. Directions from customers may be from rough draft, brief notes, and/or oral instructions as well as printed source material, photos, slides, or electronic files.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art graphics technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk, Project Manager, Government Monitor, or directly from the customer.
2. Consult with customer to confirm and define support requirements and deadline.
3. Receive work ticket with work ticket number and authorized signature with assignment.
4. Fill in ticket data electronically. (Contractors shall not be involved in setting costs with outside vendors.)
5. Demonstrate highly competent skills with computer software (see Appendix B) and hardware and related equipment (see Appendix A) provided by the Government.
6. Plan, design, compose, lay out, and prepare visuals and documents as required.
7. Apply artistic skill and knowledge of good composition to the layout and composition of visual aids and published products.
8. Ensure correct technical preparation of art or file for media type.
9. Transfer, import, convert, compress, and manipulate electronic files.
10. Scan and optimize images for Web, presentation, and print requirements.
11. Arrange needed support with other functional groups in branch.
12. Provide pre-production design and layout for customer review as well as planning and consultation work in the process of creating final product.
13. Convey concepts clearly to others involved in the production of the project.
14. Provide assistance to Government Monitor when work is vended to outside BPA Contractor.
15. Maintain expertise in state-of-the-art computer graphics software and hardware.
16. Optimize and troubleshoot computers and computerized equipment of the TISB as needed.
17. Meet the customer's deadline for delivery of work.
18. Meet the product and service quality requirements of the TISB customer.
19. Proactively communicate with customer regarding problems or changes with their work.
20. Notify the Government within one hour of any problems or equipment malfunctions.
21. Maintain accurate and appropriate production records
22. File all completed work electronically.
23. Be a resource to advise and consult with customers regarding information technology equipment and maintenance requirements.
24. Be responsible for security and safekeeping of assigned IPP.
25. Adhere to the security procedures for all facilities.
26. Respond to phone messages no later than 5:00 p.m. of the next working day after the message was received or refer call to a knowledgeable backup person for response within the same time frame.
27. Exhibit a positive customer attitude to all persons.
28. Attend and participate in various team, workgroup and branch meetings as required.

3.5.3 Computer Graphics Business Marketing Print Design Services

The Contractor shall provide on-site or off-site publications/presentations design, layout and illustration, and digital image manipulations for Goddard business marketing purposes. At a minimum, the Contractor shall provide staff from 8:00 a.m. to 4:30 p.m. Monday through Friday except for Federal holidays. The Contractor shall demonstrate advanced skills in preparing files for print and presentations and shall demonstrate a sophisticated compositional and layout sense and illustration skills. The Contractor shall be able to handle multiple file formats. Additionally, the Contractor shall be able to produce presentations which incorporate data images in PowerPoint and for the Web. All products shall be produced in accordance with applicable federal, state, and local regulations as well as NASA standards.

Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating. The Contractor shall be able to manage the work flow to accommodate rush work during normal working hours, however, there may be occasional projects which will require work to be done outside the normal business hours.

Using the computer as the primary graphics tool, the Contractor shall plan, design, compose, lay out, and prepare professional quality graphic products and documents for Goddard customers both at Greenbelt and Wallops.

Graphics products may include, but are not limited to, film output, digital files, Web and hardcopy images, broadcast quality video, interactive CDs and printed products. The Contractor may be required to create charts, graphs, and tabular art; organization and flow diagrams, symbols and logo art; technical and scientific illustrations and 2-D animation and various multimedia products as well as layouts for brochures, booklets, handouts, or posters.

Work performed for this contract may require communications and interface between Contractor staff and NASA scientific, engineering, or administrative personnel for the purpose of technical clarification. Directions from customers may be from rough draft, brief notes, and/or oral instructions as well as printed source material, photos, slides or electronic files. The Contractor shall maximize the use of all GSFC resources, particularly persons in related functions or performing similar work within the GSFC community.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art graphics technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk, Project Manager, Government Monitor, or directly from the customer.
2. Consult with customer, to confirm and define support requirements and deadline.
3. Demonstrate highly competent skills with computer software and hardware and related equipment provided by the Government.
4. Plan, design, compose, lay out, and prepare graphic products as required.
5. Apply artistic skill and knowledge of good composition to the layout and composition of visual aids and published products.

6. Arrange needed support with other functional groups in branch.
7. Ensure correct technical preparation of art or files for media type.
8. Transfer, import, convert, compress, and manipulate electronic files.
9. Convey concepts clearly to others involved in the production of the project.
10. Provide pre-production design and layout as well as planning and consultation work in the process of creating final product.
11. Scan and optimize images for Web, presentation, and print requirements.
12. Provide assistance to Government Monitor when work is vended to outside BPA Contractors.
(Contractors shall not be involved in setting costs with outside vendors.)
13. Meet the customer's deadline for delivery of work.
14. Meet the product and service quality requirements of the TISB customer.
15. Bring Government-authorized work ticket from customer for work to be vended by Government TISB staff.
16. Work closely with other functional areas of TISB or Center resource groups as needed to access needed services or products in support of Goddard business marketing requirements.
17. Establish and maintain Web access to selected business marketing products for GSFC community.
18. Proactively communicate with customer regarding problems or changes with their work.
19. Maintain expertise in state-of-the-art computer graphics software and hardware, including Photoshop and Macromedia Director.
20. Cross-train in specialty areas (especially 2-D animation and video output) of other business marketing graphics staff.
21. Notify the Government within one hour of any problems or equipment malfunctions.
22. Maintain accurate and appropriate production records.
23. File all completed work electronically.
24. Be responsible for security and safekeeping of assigned IPP.
25. Adhere to the security procedures for all facilities.
26. Respond to phone messages no later than 5:00 p.m. of the next working day after the message was received or refer call to a knowledgeable backup person for response within the same time frame.
27. Exhibit a positive customer service attitude to all persons.
28. Attend and participate in various team, workgroup and branch meetings as required.

3.5.4 Computer Graphics Business Marketing Multimedia Services

The Contractor shall provide on-site or off-site design, layout and illustration; concept art to portray visionary space concepts in a tangible, visual manner; digital image manipulations; and 2-D animation for Goddard business marketing purposes. At a minimum, the Contractor shall provide staff from 8:00 a.m. to 4:30 p.m. Monday through Friday except for Federal holidays. The Contractor shall have a good understanding of broadcast-quality video technology, handling multiple file formats, and be adept at image manipulation and preparing visuals for the Web. The Contractor shall have interest and experience in science visualization and shall demonstrate a sophisticated compositional and layout sense and illustration skills. Additionally, the Contractor shall be able to produce 2-D multimedia presentations in Macromedia Director. All products shall be produced in accordance with applicable federal, state, and local regulations as well as NASA standards.

Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating. The Contractor shall be able to manage the work flow to accommodate rush work during normal working hours, however, there may be occasional projects which will require work to be done outside the normal business hours.

Using the computer as the primary graphics tool, the Contractor shall plan, design, compose, lay out, and prepare professional quality graphic products and documents for Goddard customers both at Greenbelt and Wallops. The Contractor shall be able to handle multiple file formats.

Graphics products may include, but are not limited to, film output, digital and video presentations, Web and hardcopy images, broadcast-quality video, interactive CDs, and printed products. The Contractor may be required to create charts, graphs, and tabular art; organization and flow diagrams, symbols and logo art; technical and scientific illustrations; 2-D animation and various multimedia products; as well as layouts for brochures, booklets, handouts, or posters.

Work performed for this contract may require communications and interface between Contractor staff and NASA scientific, engineering, or administrative personnel for the purpose of technical clarification. Directions from customers may be from rough draft, brief notes, and/or oral instructions as well as printed source material, photos, slides or electronic files. The Contractor shall maximize the use of all GSFC resources, particularly persons in related functions or performing similar work within the GSFC community.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art graphics technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk, Project Manager, Government Monitor, or directly from the customer.
2. Consult with customer, confirm and define support requirements and deadline.
3. Demonstrate highly competent skills with computer software and hardware and related equipment provided by the Government.
4. Plan, design, compose, lay out, and prepare graphic products as required.
5. Apply artistic skill and knowledge of good composition to the layout and composition of visual aids and published products.
6. Provide pre-production design and layout or storyboards for customer review as well as planning and consultation work in the process of creating final product.
7. Work closely with other functional areas of TISB or Center resource groups as needed to access needed services or products in support of Goddard business marketing requirements.
8. Ensure correct technical preparation for media type.
9. Transfer, import, convert, compress, and manipulate electronic files.
10. Bring Government-authorized work ticket from customer for work to be vended by Government TISB staff.
11. Scan and optimize images for Web, presentation, and print requirements.
12. Convey concepts clearly to others involved in the production of the project.
13. Provide assistance to Government Monitor when work is vended to outside BPA Contractors. (Contractors shall not be involved in setting costs with outside vendors.)
14. Meet the customer's deadline for delivery of work.
15. Meet the product and service quality requirements of the TISB customer.
16. Establish and maintain Web access to selected business marketing products for GSFC community.
17. Proactively communicate with customer regarding problems or changes with their work.
18. Maintain expertise in state-of-the-art computer graphics software and hardware, including Photoshop, Power Point, Illustrator and either PageMaker or Quark for the Mac.

16. Cross-train in specialty areas (especially print and presentation) of other business marketing graphics staff.
20. Notify the Government within one hour of any problems or equipment malfunctions.
21. Maintain accurate and appropriate production records.
22. File all completed work electronically.
23. Be responsible for security and safekeeping of assigned IPP.
24. Adhere to the security procedures for all facilities.
25. Respond to phone messages no later than 5:00 p.m. of the next working day after the message was received or refer call to a knowledgeable backup person for response within the same time frame.
26. Exhibit a positive customer service attitude to all persons.
27. Attend and participate in various team, workgroup and branch meetings as required.

3.5.5 Public Relations and Web Publishing Graphics Services

The Contractor shall provide on-site or off-site design, layout and illustration, digital image manipulation and presentation art and/or Web products for Goddard public relations, education and outreach purposes. At a minimum, the Contractor shall provide staff from 8:00 a.m. to 4:30 p.m. Monday through Friday except for Federal holidays. The Contractor shall be able to handle multiple file formats and demonstrate a sophisticated compositional and layout sense as well as illustration skills. All products shall be produced in accordance with applicable federal, state, and local regulations as well as NASA standards.

Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating. The Contractor shall be able to manage the work flow to accommodate rush work during normal working hours, however, there may be occasional projects which will require work to be done outside the normal business hours.

Using the computer as the primary graphics tool, the Contractor shall plan, design, compose, lay out, and prepare professional quality graphics visuals and documents for print, electronic publication and presentation for public relations purposes. This includes digital imaging and manipulation for Goddard customers both at Greenbelt and Wallops. The Contractor shall provide pre-production design and layout for review by the customer.

Graphics products may include, but are not limited to, digital image files, Web and hardcopy images, layouts for brochures, booklets, handouts, posters, covers, and signs. The Contractor may be required to create charts, graphs, and tabular art; organization and flow diagrams, symbols and logo art; technical and scientific illustrations and occasionally 2-D animation and various multimedia products.

Work performed for this contract may require daily communications and interface between Contractor and public affairs staff for the purpose of technical clarification. Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art graphics technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk, Project Manager, Government Monitor, or directly from the customer.
2. Consult with customer, to confirm and define support requirements and deadline.
3. Receive work ticket with identifying number and authorized signature with assignment
4. Fill in ticket data electronically (Contractors shall not be involved in setting costs with outside vendors).
5. Demonstrate highly competent skills with computer software and hardware and related equipment provided by the Government.
6. Plan, design, compose, lay out, and prepare visuals and documents as required.
7. Apply artistic skill and knowledge of good composition to the layout and composition of visual aids and published products.
8. Ensure correct technical preparation of art or file for media type.
9. Transfer, import, convert, compress and manipulate electronic files.
10. Scan and optimize images for Web, presentation and print purposes.
11. Plan the architecture of Web pages and create Web pages.
12. Maintain and enhance Public Affairs Web sites.
13. Convert documents to HTML and PDF as required.
14. Arrange needed support with other functional groups in branch.
15. Provide pre-production design and layout for customer review as well as planning and consultation work in the process of creating final product.
16. Provide assistance to Government Monitor when work is vended to outside Blanket Purchasing Agreement (BPA) Contractor. The Contractor shall not set costs for work done by other Contractors.
17. Meet the customer's deadline for delivery of work.
18. Meet the product and service quality requirements of the TISB customer.
19. Bring Government-authorized work ticket from customer for any work to be vended by Government TISB staff.
20. Proactively communicate with customers regarding problems or changes with their work.
21. Notify the Government within one hour of any problems or equipment malfunctions.
22. Maintain accurate and appropriate production records.
23. File all completed work electronically.
24. Be responsible for security and safekeeping of assigned IPP.
25. Adhere to the security procedures for all facilities.
26. Respond to phone messages no later than 5:00 p.m. of the next working day after the message was received or refer call to a knowledgeable backup person for response within the same time frame.
27. Exhibit a positive customer service attitude to all persons.
28. Attend and participate in various team, workgroup and branch meetings as required.

3.6 Photography Services

3.6.1 Scientific and Technical Photographic Shooting Services

The Contractor shall provide support in the area of scientific and technical photography. This work shall be done by highly skilled and trained personnel. The photographers shall be responsible for setting up, operating and trouble-shooting state-of-the art photographic equipment and accessories including, but not limited to, cameras, lenses, lights, digital workstations, and video equipment (see Appendix A). The photographers shall be able to physically move objects weighing up to 50 lbs., and to sit or stand for long periods of time. The Contractor shall be capable of operating the GSFC Digital Photographic Facility, which provides a digital search-and-retrieval photographic database of spacecraft, scientific and technical activities, and other historical images, as well as an environmentally-controlled storage facility for

archival and retrieval of negatives/CD disks classified as space-flight hardware under NASA guidelines, as required. The Contractor shall meet all NASA/GSFC and professional photographic standards. The Contractor shall produce work that is error-free. Correction of errors that originate with the Contractor shall be made at no cost to the Government. The Contractor shall provide photographic shooting support for GSFC and Headquarters as required, both on-site and off-site. This work shall generally be performed Monday through Friday, 7:00 a.m. to 5:00 p.m., except for Federal holidays. However, photographic support may be requested at any time, which will require the Contractor to be available as needed outside the regular workday listed above.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art photographic technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk, Project Manager, or Government Monitor.
2. Contact and confirm the support requirements with the Government customer.
3. Provide all customer-requested equipment and support. Arrange for additional photographic equipment and operators as required. If the photographic support requires equipment not on the IPP list or additional equipment is needed, the Contractor shall submit a detailed proposal for the rental cost of the equipment for review and approval by the Government prior to the issuance of a Work Order.
4. Be on time, set up, and be ready to start at the requested time.
5. Be responsible for transporting equipment from one facility to another, setting up equipment and returning equipment to a designated area for security and safekeeping.
6. Assist the customers in obtaining the required film, paper, or digital photographic product.
7. Perform digital imagery operations including electronic still-image processing, scanning, duplication, data transfers, file manipulation, and distribution through internal and external networks and servers.
8. Meet the customer's required deadline.
9. Meet the product and service quality requirements of the TISB customer.
10. Input all images into the digital photographic database, including assigning numbers and cataloging the photographic inventory.
11. Store all photographic negatives and photographic CD disks in the environmentally-controlled storage facility.
12. Be a resource to advise and consult with customers regarding photographic equipment and maintenance requirements.
13. Be responsible for security and safekeeping of assigned IPP.
14. Order and maintain supplies of photographic consumable materials needed to provide services and perform minor on-site photographic equipment maintenance (e.g. film, batteries, lights, etc.).
15. Assure the repair and maintenance of IPP (see Appendix C) in a timely and systematic fashion.
16. Adhere to the security procedures for all facilities.
17. Respond to phone messages from customers no later than 5:00 p.m. of the next working day after the message was received or refer call to a knowledgeable back-up person for response within the same time frame.
18. Exhibit a positive customer service attitude to all persons.
19. Attend and participate in various team, workgroup and branch meetings as required.

3.6.2 Public Relations Photographic Shooting Services

The Contractor shall provide support in the area of public relations photography. This work shall be done by highly skilled and trained personnel. The photographers shall be responsible for setting up, operating, and trouble-shooting state-of-the-art photographic equipment and accessories including, but not limited to, cameras, lenses, lights, digital workstations, and video equipment (see Appendix A). The photographers shall be able to physically move objects weighing up to 50 lbs., and to sit or stand for long periods of time. The Contractor shall be capable of operating the GSFC Digital Photographic Facility, which provides a digital search-and-retrieval photographic database of spacecraft, scientific and technical activities, and other historical images, as well as an environmentally-controlled storage facility for archival and retrieval of negatives/CD disks classified as space-flight hardware under NASA guidelines, as required. The Contractor shall meet all NASA/GSFC and professional photographic standards. The Contractor shall produce work that is error-free. Correction of errors that originate with the Contractor shall be made at no cost to the Government. The Contractor shall provide photographic shooting support for GSFC and Headquarters as required, both on-site and off-site. This work shall generally be performed Monday through Friday, 7:00 a.m. to 5:00 p.m., except for Federal holidays. However, photographic support may be requested at any time, which will require the Contractor to be available as needed outside the regular workday listed above.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art photographic technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk, Project Manager, or Government Monitor.
2. Contact and confirm the support requirements with the Government customer.
3. Provide all customer-requested equipment and support. Arrange for additional photographic equipment and operators as required. If the photographic support requires equipment not on the IPP list or additional equipment is needed, the Contractor shall submit a detailed proposal for the rental cost of the equipment for review and approval by the Government prior to the issuance of a Work Order.
4. Be on time, set up, and be ready to start at the requested time.
5. Be responsible for transporting equipment from one facility to another, setting up equipment and returning equipment to a designated area for security and safekeeping.
6. Assist the customers in obtaining the required film, paper, or digital photographic product.
7. Perform digital imagery operations including electronic still-image processing, scanning, duplication, data transfers, file manipulation, and distribution through internal and external networks and servers.
8. Meet the customer's required deadline.
9. Meet the product and service quality requirements of the TISB customer.
10. Input all images into the digital photographic database, including assigning numbers and cataloging the photographic inventory.
11. Store all photographic negatives and photographic CD disks in the environmentally-controlled storage facility.
12. Be a resource to advise and consult with customers regarding photographic equipment and maintenance requirements.
13. Be responsible for security and safekeeping of assigned IPP.
14. Maintain supplies of photographic consumable materials needed to provide services and perform minor on-site A/V equipment maintenance (e.g., film, batteries, lights, etc.).
15. Assure the repair and maintenance of IPP (see Appendix C) in a timely and systematic fashion.

16. Adhere to the security procedures for all facilities.
17. Respond to phone messages from customers no later than 5 p.m. of the next working day after the message was received or refer call to a knowledgeable back-up person for response within the same time frame.
18. Exhibit a positive customer service attitude to all persons.
19. Attend and participate in various team, workgroup and branch meetings as required.

3.6.3 NASA Headquarters Photographic Services

The photographic technician shall be responsible for coordinating and processing the NASA Headquarter's photographic production requirements and shall be housed on-site at GSFC/Greenbelt. It shall be the duty of the Contractor staff to provide assistance to NASA Headquarter's customers by answering photographic production services questions and tracking photographic workflow through the system. The Contractor shall meet all NASA, GSFC, and professional photographic standards. The Contractor shall produce work that is error-free. Correction of errors that originate with the Contractor shall be made at no cost to the Government. This work shall generally be performed Monday through Friday, 8:00 a.m. to 4:30 p.m., except for Federal holidays. However, photographic production support may be requested at any time, which will require the Contractor to be available as needed outside the regular workday listed above.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art duplicating technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

1. Receive work through the Service Desk, Project Manager, or customer.
2. Be proficient with automated systems for work tracking and cost accounting.
3. Check all information on the work request for accuracy before logging the ticket into the automated work tracking system.
4. Enter all written and verbal information and instructions into the automated work tracking system as soon as possible, but no later than the close of business on the day the work was received.
5. Provide the customer the estimated costs for all photographic jobs.
6. Meet the customer's deadline for delivery of materials.
7. Meet the product and service quality requirements of the TISB customer.
8. Be responsible for security and safekeeping of photographic materials.
9. Adhere to the security procedures for all facilities.
10. Follow both oral and written instructions and effectively communicate with others in transacting daily activities.
11. File, retrieve, and replace image files from the Headquarters Photographic Archives housed at GSFC as required.
12. Provide captions for photographic products as required.
13. Be a resource to advise and consult with customers regarding photographic production requirements.
14. Be familiar with National Archives and Records Administration (NARA) standards, NASA and GSFC procedures, as well as scientific, technical, and management missions and terms.
15. Order and maintain appropriate supplies as necessary.
16. Respond to phone messages from the Government no later than 11:00 a.m. of the next business day after the message was received.
17. Provide Public Sales services to non-NASA customers, including phone, mail, and Web access capabilities.

18. Maintain a Web site for Public Sales inquiries and coordinate with the Government to link the Web Site to the NASA Headquarters Home Page.
19. Exhibit a positive customer service attitude to all persons.
20. Attend and participate in various team, workgroup and branch meetings as required.

3.6.4 Photographic Production Services

The Contractor shall provide support in the area of photographic production services. The Contractor shall provide all personnel, facilities, equipment, materials, and supplies required to provide traditional and digital photographic production services. These include, but are not limited to, black-and-white and color film processing, prints, negatives, slides, viewgraphs, reversals, and transparencies, as well as digital imaging services and products, microfilming, microfiche, and matting/mounting/framing services. The Contractor shall meet all NASA, GSFC, and professional photographic standards. The Contractor shall produce work that is error-free. Correction of errors that originate with the Contractor shall be made at no cost to the Government. This work shall generally be performed Monday through Friday, 8:00 a.m. to 5:00 p.m., except for Federal holidays. However, photographic production support may be requested at any time, which will require the Contractor to be available as needed outside the regular workday listed above.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Project Manager, Service Desk, or customer.
2. Meet or exceed all parameters prescribed by the appropriate manufacturers for photographic production work.
3. Ensure that all products be dust and lint free.
4. Ensure size, quantity, and type of product requirements are met.
5. Be responsible for security and safekeeping of photographic materials.
6. Pick-up and deliver all products to the designated facilities at NASA Headquarters and GSFC a minimum of twice each day.
7. Meet the customer's deadline for delivery of materials.
8. Meet the product and service quality requirements of the TISB customer.
9. Adhere to the security procedures for all facilities.
10. Follow both oral and written instructions and effectively communicate with others in transacting daily activities.
11. Be familiar with NARA standards, NASA, GSFC, and NASA Headquarters procedures, as well as scientific, technical, and management missions and terms.
12. Respond to phone messages from the Government no later than 11:00 a.m. of the next business day after the message was received.

3.7 Service Desk and Facility Scheduling Services

The Greenbelt Service Desk shall operate and be continuously staffed from 8:00 a.m. to 4:30 p.m. Monday through Friday, except for Federal holidays. The Service Desk is the primary point-of-contact for TISB services at Greenbelt. The Contractor shall provide the full range of customer service from work intake to work tracking, assistance with forms, productivity measurements, data entry and retrieval, work status, handling of customer inquiries, and delivery of work to customers. The Service Desk shall be staffed by Contractor personnel, knowledgeable in the following services provided by the branch: audio-visual; conferencing; graphics; photography; printing, duplicating, and copying; and publications. It shall be the duty of the on-site Contractor staff at the Service Desk to provide assistance to Center users by answering questions and tracking workflow through the system. The Service Desk staff shall also

schedule all TISB-controlled meeting and conference facilities and arrange for all necessary audio-visual support.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art duplicating technology through a minimum of 16 hours annually of course work, hands-on training, trade show seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Project Manager, Government Monitor, or customer.
2. Be proficient with automated systems for work tracking and cost accounting.
3. Take no more than 2 minutes to begin to assist a customer waiting in line for service.
4. Check all information on the work request for accuracy before logging the ticket into the automated work tracking system.
5. Enter all written and verbal information and instructions into the automated work tracking system as soon as possible, but no later than the close of business on the day the work was received .
6. Provide the customer the estimated costs for all photographic, duplicating, and copying jobs.
7. Receive requests for photographic shooting and provide shooting schedule information for review by Government personnel. Notify photographers immediately of any job requiring completion within one day.
8. Answer customer's questions about TISB services or job status or refer the customer to the appropriate functional expert.
9. Meet the customer's deadline for delivery of materials.
10. Meet the product and service quality requirements of the TISB customer.
11. Schedule the use of the meeting facilities controlled by the TISB through the use of automated scheduling software as required. Update scheduling and equipment information daily.
12. Configure the TISB meeting and conference facilities and arrange for appropriate audio-visual support as required.
13. Operate the copying equipment and other IPP located in the Service Desk area (see Appendix A).
14. Maintain the IPP as necessary (see Appendix C).
15. Be responsible for security and safekeeping of assigned IPP.
16. Order and maintain appropriate supplies as necessary.
17. Follow both oral and written instructions and effectively communicate with others in transacting daily activities.
18. Be familiar with NASA and GSFC procedures as well as scientific, technical, and management missions and terms.
19. Respond to phone messages from customers no later than 11:00 a.m. of the next business day after the message was received.
20. Exhibit a positive customer service attitude to all persons.
21. Attend and participate in various team, workgroup and branch meetings as required.

3.8 Publication and Documentation Services

TISB provides technical information services to Goddard authors in their efforts to publish technical and non-technical documents and presentations. The Contractor shall have responsibility for processing GSFC documentation and publication requirements which may include research, analysis, and writing, typing, word-processing, data-entry, compilation, editing, illustration, graphic design, and page layout. The Contractor shall provide these services through the production phase of a document, up to the actual printing

process. Typical editorial assignments include technical and copy editing of Reference Publications, Conference Proceedings, Technical Memorandums, and special publications such as atlases.

Also, the Contractor shall be responsible for the preparation of slides and viewgraphs for presentations. These services shall be performed for developing and publishing documents, and in support of conference proceedings or presentations as shall be required by the TISB. Documentation support services may be required either on-site or off-site.

The Contractor shall provide facilities, personnel, delivery capability, and the necessary services for developing, documenting and publishing scientific, technical, management, and operational information for GSFC as directed by the Work Order. These services include, but are not limited to, research, writing, editing, illustration, layout, and production. The Contractor shall be expected to provide these services on a rapid turnaround basis with little or no advance notice, when required.

The Contractor shall provide technically competent personnel to perform the individual assignments as required in a timely and effective manner. Technical Editors and Writers shall have engineering and scientific expertise and be highly skilled in manuscript production activities, operating a variety of office equipment including microcomputer systems and state-of-the-art electronic publishing systems. The Contractor personnel shall be familiar with appropriate software applications compatible with those of the TISB (see Appendix B), as well as skilled in the conventional and electronic tools of the publications and graphics trades.

Certain work performed for this contract may require daily communications and interface between Contractor and Government customer for the purpose of technical clarification. Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating.

Using the computer as the primary documentation and graphics tool, the Contractor shall research, write, plan, design, compose, lay out, edit, proof and prepare professional quality graphic products, both visuals and documents for print, electronic publication and presentation for scientific, technical, and public relations purposes. Products may include, but are not limited to, scientific and technical documents, page layouts, viewgraphs, slides, monographs, articles, brochures, and booklets. Directions from clients may be from rough draft, brief notes, and/or oral instructions as well as printed source material, photos, slides or electronic files.

The minimum requirements include, but are not limited to, the following:

1. Meet with Project Manager, Government Monitor and the Government customer to discuss particular requirements and develop timeline for deliverables and completion of product, including reviews of work at appropriate points in development.
2. Submit estimate of cost and schedule to the Government Monitor.
3. Receive work through the Government Monitor. Plan, design, compose, lay out, and prepare visuals and documents as required.
4. Submit a copy of each iteration to both Government Monitor and customer for review.
5. Transfer, import, convert, and compress multiple file formats.
6. Prepare documents in their prescribed formats and in accordance with GSFC and NASA standards.
7. Maintain awareness of, and adhere to, Federal and Agency regulations affecting the preparation and printing of publications.
8. Make frequent changes to publication or perform continual updating as required.
9. Perform work that meets the customer's schedule and is within the Contractor's approved cost estimate.

10. Apply knowledge of good design and composition to the layout of published products.
11. Prepare documents electronically and provide all related files and/or photos and fonts needed for printing as requested.
12. Submit final electronic copy for preflight checking before print.
13. Assure files are technically correct for the expected output media.
14. Provide laser copy comprehensive (in color if appropriate) with electronic files for print.
15. Proactively communicate with customer regarding problems or changes with their work.
16. Meet the product and service quality requirements of the TISB customer.
17. Demonstrate highly competent skills with computer software and hardware and related equipment.
18. Perform duties on a short notice, quick turnaround basis if required.
19. Exhibit a positive customer service attitude to all persons.

3.9 Equipment Maintenance Services

The Contractor shall be responsible for trouble-shooting and repairing state-of-the art equipment and accessories listed in Appendix C. All equipment requiring maintenance services shall be defined as either requiring **C.1 Full Service Maintenance** or **C.2 On-Call Maintenance**. The Contractor shall provide all personnel, facilities, equipment, materials, and supplies required to provide the required maintenance services. The Contractor shall repair all failed equipment and restore it to its original operating condition within five business days as required. Any equipment serviced shall be maintained in accordance with the Original Equipment Manufacturers' (OEM) technical specifications. The Contractor shall be product-certified on those products for which the OEM provides certification. The Contractor shall also establish and conduct a preventative maintenance program to ensure that equipment under full service maintenance is functioning within required specifications.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk or Project Manager.
2. Provide all customer-requested equipment maintenance.
3. Obtain appropriate Government approval for removal of equipment from the Government site, transporting equipment as necessary, repairing equipment, and returning the equipment to the Government site as required.
4. Remove or install all equipment in the designated facility, as requested.
5. Accomplish all on-site repairs in a manner which minimizes the disruption of other operational activities.
6. Meet the product and service quality requirements of the Government customer.
7. Provide documentation of all maintenance performed on the equipment.
8. Establish, track and maintain a reporting system for all maintenance work.
9. Notify the COTR if repair of any item is not cost-effective, and recommend potential new or substitute items as required.
10. Be responsible for security and safekeeping of all equipment being repaired by the Contractor.
11. Advise and consult with customers regarding maintenance of audio-visual, graphics, photographic, and duplicating facility equipment.
12. Adhere to the security procedures for all facilities.
13. Respond to phone messages from customers no later than 5 p.m. of the next working day after the message was received.

3.10 Printing Management Services

The Contractor shall provide on-site printing management services to fulfill the printing requirements for the NASA scientists, engineers, and administrative personnel at Wallops and Greenbelt. TISB orders all printing for the Center through the Government Printing Office (GPO) or one of the direct deal contracts arranged under GPO auspices to print frequently requested products. (Note: If any printing is paid for by appropriated funds it MUST be printed through the TISB and GPO.) All products shall be produced in accordance with applicable federal, state, and local regulations as well as NASA standards. This work shall generally be performed Monday through Friday, 8:00 a.m. to 4:30 p.m., except for Federal holidays. However, printing management support may be requested at any time, which will require the Contractor to be available as needed outside the regular workday listed above.

Some of this work will be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating. The Contractor shall be able to manage the work flow to accommodate rush work during normal working hours, however, there may be occasional projects which will require work to be done outside the normal business hours.

Work performed for this contract may require communications and interface between Contractor staff and NASA scientific, engineering, or administrative personnel for the purpose of technical clarification. Directions from customers may be from notes and/or oral instructions as well as printed source material or electronic files.

The Contractor is required to maintain its staff training and to keep up with state-of-the-art printing technology through a minimum of 16 hours annually of course work, hands-on training, trade how seminars, or expositions. The Contractor shall attend training provided by the Government for all new IPP related to this work.

The minimum requirements include, but are not limited to, the following:

1. Receive work through the Service Desk, Project Manager, Government Monitor, or directly from the customer.
2. Consult with customer, confirm and define support requirements and deadline.
3. Receive work ticket with job order number and authorized signature with assignment.
4. Fill in ticket data electronically in MICTS. (Contractors shall not be involved in setting costs with outside vendors.)
5. Demonstrate highly competent skills with computer software (see Appendix B) and hardware and related equipment (see Appendix A) provided by the Government.
6. Assist the Government Monitor in determining the most economical and efficient production method or process of production that will meet the requirements of the customer.
7. Provide initial cost data using Government-provided estimating software or historical sampling and make that data available to the Government Monitor.
8. Inform customer of all information about the job, including problems and/or changes to the work or deadline.
9. Arrange needed support with other functional groups in branch.
10. Assure correct technical preparation for media type.
11. Transfer, import, convert, compress, and manipulate electronic files.
12. Assure each electronic job undergoes a preflight file check and examine all hardcopy mechanicals for technical problems which would affect the printability of the job.
13. Return files/jobs with technical flaws to customer, originator, or Government Monitor to be fixed according to the preflight checklist.

14. Prepare print specifications and related paperwork to order work, as required.
15. Assist the Government Monitor in monitoring printing services and products.
16. Act as liaison with GPO and printing Contractors relative to color printing requirements, quality control, and acceptance inspections.
17. Perform press set-up and proof-copy inspections. (The printing firms may be located anywhere in the country. The Contractor must travel to these areas with little advance notice and oversee press set-up for complex printing that involves four or more colors requiring precise registrations.)
18. Proof and note changes on bluelines, chromalins or other proof types, as required.
19. Perform pre-flight checking of electronic files.
20. Meet the customer's deadline for delivery of work.
21. Meet the product and service quality requirements of the TISB customer.
22. Consult with TISB customers and advise them of proper methodologies for color printing.
23. Keep abreast of the latest developments in the printing and graphic arts field by attending conferences, seminars, and professional meetings.
24. Provide guidance to other TISB staff on production of complex color printing products and other technical printing matters.
25. Ensure that completed work is consistent with Title 44, the rules of the Joint Committee on Printing (JCP), NASA and GSFC policies, and sound printing management practices.
26. Input, maintain and provide data on productivity and cost data for reporting to NASA Headquarters, the JCP, Center management, and other appropriate requesters.
27. Be responsible for security and safekeeping of assigned IPP.
28. Establish, track and maintain required reporting systems for all deliverables.
29. Adhere to the security procedures for all facilities.
30. Respond to phone messages no later than 5 p.m. of the next working day after the message was received.
31. Exhibit a positive customer service attitude to all persons.
32. Attend and participate in various team, outreach, workgroup and branch meetings as required.

4.0 REPORTING

4.1 Monthly Reporting Requirements

The Contractor shall provide the following monthly reports: Narrative Report, Workload Report, Performance Measures Report, Conference Registration Fees Report, Photographic Public Sales Report, and the Equipment Maintenance Report. These reports shall be furnished within 15 calendar days after the close of each month to the Contracting Officer's Technical Representative (COTR), Code 253, and the Contract Specialist (CS), Code 212.

4.1.1 Narrative Report

The Contractor shall summarize its monthly activity, significant accomplishments, problem areas, quality deficiencies identified and corrective actions taken, staff training, personnel changes, trends noted, service enhancement plans/actions, internal and external customer feedback, and proposed methods of improving service. This monthly Narrative Report shall not exceed four word-processed pages in length.

4.1.2 Workload Report

The Contractor shall summarize its monthly workload indicators in each functional area.

4.1.3 Performance Measures Report

The Contractor shall include its findings in tracking the performance criteria stated in the PWS.

4.1.4 Conference Registration Fees

The Contractor shall report for each conference the amount of collected registration fees (including non-appropriate monies collected from attendees to pay for refreshments) and the expenses charged against the collected fees.

4.1.5 Photographic Public Sales Report

The Contractor shall summarize its monthly photographic public sales activity, and shall include, at a minimum, a list of the customers served, the number of products requested, number of days between receipt of each order and its shipping date, cost charged per product, total cost per order, and total receipts per month.

4.1.6 Equipment Maintenance Report

The Contractor shall summarize its monthly maintenance activity, and shall include, at a minimum, a list of the equipment maintained, number of days per repair, average number of days per repair, equipment not repaired within 5-day limit, and loaner equipment provided.

4.2 Six-Month Reporting Requirements

The Contractor shall provide the following summary reports every six months: Narrative Report, Workload Report, Performance Measures Report, Conference Registration Fees Report, Photographic

Public Sales Report, and the Equipment Maintenance Report. These reports shall be furnished within 15 calendar days after the close of each six-month period to the COTR and the CS.

4.2.1 Narrative Report

The Contractor shall provide a six-month Narrative Report. This summary Narrative Report shall be a compilation of the data included on the individual monthly Narrative Reports. This six-month Narrative Report shall not exceed ten word-processed pages in length.

4.2.2 Workload Report

The Contractor shall provide a six-month Workload Report. This summary Workload Report shall be a compilation of the data included on the individual monthly Workload Reports.

4.2.3 Performance Measures Report

The Contractor shall provide a six-month Performance Measures Report. This summary Performance Measures Report shall be a compilation of the data included on the individual monthly Performance Measures Reports.

4.2.4 Conference Registration Fees

The Contractor shall provide a six-month Conference Registration Fees Report. This summary Conference Registration Fees Report shall be a compilation of the data included on the individual monthly Conference Registration Fees Reports.

4.2.5 Photographic Public Sales Report

The Contractor shall provide a six-month Photographic Public Sales Report. This summary Photographic Public Sales Report shall be a compilation of the data included on the individual monthly Photographic Public Sales Reports.

4.2.6 Equipment Maintenance Report

The Contractor shall provide a six-month Equipment Maintenance Report. This summary Equipment Maintenance Report shall be a compilation of the data included on the individual monthly Equipment Maintenance Reports.

5.0. QUALITY CONTROL

The Contractor shall ensure that the customers are satisfied with the products and services that they receive. The Contractor shall perform thorough quality control on each work product and service. The Contractor shall be responsible for meeting quality control and oversight requirements of the Government. The Contractor shall meet all NASA, GSFC, professional, and industry standards. The Contractor shall produce work that is error-free. The Contractor shall correct all errors that originate with the Contractor at no cost to the Government.

5.1 Quality Control Plan

The Contractor shall establish and maintain a Quality Control Plan, and shall have written procedures in place for continually monitoring, identifying and correcting deficiencies in the quality of services provided. These procedures shall include a Self-Inspection System covering all services performed under this PWS. The primary aim of the Contractor's quality-control procedures shall be to produce high-quality products and services within the timelines established by the Government. Another important objective shall be to save both time and cost by determining services support errors and inconsistencies before they are propagated through the entire system. The Contractor shall notify the COTR of all quality deficiencies and corrective actions as they are identified and taken. At least every six months, the Contractor shall provide a summary of these actions in the Contractor's Performance Measures Report (see Section 4.2.3).

5.2 Prime Contractor Responsibilities

The prime Contractor shall be held responsible for the quality, quantity, and timeliness of work obtained from any and all Subcontractors. The prime Contractor shall also be held responsible for all business and cost information from any and all Subcontractors.

APPENDIX A

Installation Provided Property (IPP)

The Government will provide all necessary office and miscellaneous supplies for on-site work. In addition, the following Installation Provided Property will be provided for on-site work.

3.2 Audio-Visual Support

Quantity	Item	NEMS #	Value (\$)
1	16mm Projector	0188521	785
2	35mm (Caramate)	0188522/0188523	620
1	35mm Projector	189567	443
1	35mm Projector	0649156	126
1	35mm Projector	0642512	218
1	35mm Projector	0569548	131
2	35mm Projector	0188483/0188484	1,168
1	8MM VCR	1530750	445
2	Amplifier	0181380/0181381	1,156
3	Amplifier	0087594,95,99	1,755
2	Amplifier	0087585/0087593	1,798
1	Amplifier	0087591	477
1	Anchor Equipment Lecture Stand	0087598	5,773
1	Anchor Equipment Stage Podium	G037526	1,489
1	Audio Cassette	0096318	633
1	Audio Rack	0087590	500
1	Bose Loudspeaker	0087600	3,379
1	Bose Loudspeaker	0087601	2,479
2	Buhl Overhead Projector	0084343/0084344	6,400
2	Camera (JVC)	0517444/0517446	6,068
1	Canon Camcorder	1104306	2,739
1	Cassette Deck - Tascam 112R	188520	645
1	Cassette Recorder	0569618	160
1	Cassette Recorder Player	0569606	174
2	Compressor/Limiter	0000102/0000103	1,182
1	Computer Projector - Infocus	1600259	6,300
1	Conrac Cassette Player	0087584	1,858
1	Contac Dual Cassette Playback System	0087583	3,019
1	Control Panel	0000105	1,270
1	Crown Instrument Audio System	0279277	6,178
1	Custom Audio Table	0087602	1,750
1	D.O. Slide Projector	0087596	5,920
1	D.O. Slide Projector	0087597	6,797
1	Digital Video Mixer	1417662	1,109
1	EIKI Movie Projector	1103298	2,160
1	Electronic White Copy Board	1108358	3,630
1	Elmo 16-CL Movie Projector	139676	696

4	Equalizer	0022227/0022226 0022229/0022228	2,768
1	Fujitsu Adapter	1104302	1,628
1	Hitachi Video Camera	1103213	1,158
1	JVC Video Camera	0741921	2,635
1	Kodak AF-2 Projector	570760	218
2	Kodak Dual 35mm Proj.	0180967/0180968	11,534
1	Lens	1103025	1,165
1	Mixer	0087592	1,338
2	Overhead Projector	1417707/1417708	1,378
1	Overhead Projector	0569610	638
2	Overhead Projector	0213675/0213676	676
1	Overhead Projector	0211760	475
1	Overhead Projector	0188486	486
1	Overhead Projector (6000 Lum.)	1417920	560
1	Panasonic Camcorder	1340043	1,649
1	Panasonic Video Camera	0828043	4,824
2	Panasonic Video Cassette Recorder	1336490/1336613	3,938
1	Panasonic Video Monitor	1336188	1,969
5	ParkerVision CameraMan Broadcast Television Camera	TBD	40,000
1	Patchbay Panel	0000109	610
1	Professional Products Mixer	1103214	3,536
1	SBL Equalizer	0022230	4,069
1	Scanner	1343115	995
1	SD Reinforcement Mixer	0096317	620
1	Sharp Camcorder	1336259	1,800
1	Sharp Channel Mixer	1102808	2,107
2	Sharp Video Projector	1101946/1101947	7,600
1	Sony Video Cassette Recorder	0087588	2,550
2	Sony Video Cassette Recorder	1103103/1103104	4,818
1	Stereo Tuner AM/FM	0000108	356
2	Telex Autotrack Receiver	0181375/0181376	11,398
1	Telex Cassette Dup. System w/7 Slaves	0188487	9,850
1	Telex Reel-to-Reel System	0181378	2,498
1	TOA 16-Channel Mixer Board	0180966	12,217
1	TOA 32-Channel Audio Mixer	0087581	15,778
1	TOA 8-Channel Mixer Board	0087592	1,000
1	Tuner	0022225	696
1	TV / VCR Magnavox	1753833	471
1	TV Monitor - 3" Screen	1183956	449
1	TV, Color	0306720	275

1	TV/VCR Video Unit	828040	560
1	VCR	0189461	450
1	VCR (Beta)	0189462	685
1	VCR	0022231	750
1	VCR	0569577	166
1	White Instruments Analyzer	0181377	3,634
1	Yamaha PM-180 Sound Reinforcement Mixer	0096325	4,851

3.4.1 Greenbelt Duplicating Facility

Quantity	Item	NEMS #	Value (\$)
1	Acme Packaging Stitcher	278854	3,592
1	Baumfolder Power Folding Machine, #59902	1530111	2,895
1	Challenge 3-Hole Drill	180757	4,085
1	Challenge Power Paper Cutter	189027	6,995
1	GBC Electric Punch	180227	1,752
1	New Hermes Engraving Machine--Vanguard 5000	1186047/G36548/G636547	14,614
1	Shrink Wrapper	1527575	1,790
1	Std Bind Fast 5 Hot Glue Machine	569048	2,957
1	Velo-Bind Punch/Binder	189888	3,983
1	Xerox Docutech 6135	SN--H2L010331	325,315
1	Xerox Docutech Scanner	SN--OGV100783	31,900
1	Xerox High-Speed Copier 5090	1093804	130,000

3.4.2 Wallops Duplicating Facility

Quantity	Item	NEMS #	Value (\$)
1	A.B. Dick Collator	LO3429	7,825
1	A.B. Dick Feeder	LO3428	2,700
1	A.B. Dick Digital Duplicator	L03427	N/A
1	Addressograph Farrington AL-10 Automatic Labeler	0352520	5,280
1	Baumfolder Folding Machine	0569038	9,645
1	Challenge Paper Drill, Model EH-3A - Triple Spindle	0569049	2,625
1	Challenge Power Paper Cutter, Model 305MD	0576579	3,931
5	CP Bourge BT15 - Collator	1192053/1192054 1192055/1192056 1192057	11,846
1	General Binding Machine, Punching Machine, BookBinder 111PM-1	1103956	2,077
1	General Binding Mach., Punching Machine, BookBinder 111PM-1	089488	2,077
1	General Binding Punch	133288	2,272
1	General Binding, Laminator, Film	1181168	2,156
1	Gerrard Strapping Machine	179735	1,920
1	Gerrard Strapping Machine	179735	1,920
1	Hewlett-Packard Printer C2113A	1184314	706
1	Illuminated Stand	179640	2,300
1	Numbering Machine 22	741570	1,701
1	Rollem Numbering Machine	0085840	11,800
1	Tektronix Phaser PX	094508	9,184
1	Textron Bostitch Stitcher	0576583	1,643
1	Xerox 5080 Blueprint Duplicator	1192005	95,000
1	Xerox 5090 High-Speed Copier	1185404	130,000
1	Xerox Regal Color Copier	SN--OUW017418	32,000

3.5 Graphics Services

Quantity	Item	NEMS #	Value (\$)
1	Bernoulli Box Disk Drive Unit	0828752	3,450
1	Daystar CPU	1750215	11,634
1	Display Unit Monitor	091894	1,410
1	Genigraphics SG-53 Workstation	828750	30,000
1	Kodak 8650 Color Printer	1755844	8,484
1	Kodak XLS 8600 Color Printer	1530491	8,241
1	LaserMaster 1800 Printer	1419212	8,995
1	Masterpiece 8770 Film Recorder	1532543	55,900
1	NEC Multisync XV15 Monitor	1532775	3,400
1	Nikon 35mm Scanner	1755018	1,959
1	Optima Diskovery CD Writer	1755017	850
1	Pinnacle Optical Drive	1419451	2,699
1	Pinnacle Sierra Optical Drive	1419452	2,699
1	Relisys Scanner	1419213	2,050
1	Sceptre Graphics Server Workstation	1530343	22,150
1	Sceptre Monitor	1530342	350
1	Sony Video Camera & Copy Stand	0828751	20,240
1	Umax Scanner	1755019	1,975
1	Video Recorder	0182555	285
2	Visioneer Paper Port	1755020/1755843	538
1	Visoneer Paper Port	1755843	269
1	Visual Technology Ripstation	1532774	2,000

3.6 Photography Services

Quantity	Item	NEMS #	Value (\$)
1	150mm Schneider Symmar Lens	281525	350
1	16MM F3.5 Nikor Lens	SN—044536	980
1	20-35MM F2.8 Nikor Lens	SN—044533	1,600
1	20mm Nikor Lens	281524	350
1	210mm Schneider Symmar Lens	281526	1,100
1	24-50MM F3.3 Nikor Lens	044533	250
1	28-70MM F3.5 Nikor Lens	217480	440
1	28-70mm Nikor Lens	SN—3238764	440
1	28mm Nikor Lens	281512	790
1	50mm Nikor Lens	281523	200
1	55mm Macro Nikor Lens	281517	250
1	7.5mm Fish Eye Nikor Lens	281515	1,500
1	75-300mm Nikor Lens	SN—273314	745
1	80-200MM F2.0 Nikor Lens	SN—635085	1,050
1	80-200mm Nikor Lens	044535	1,050
1	90mm Schneider Lens	281257	500
2	APS External HD	1530130/1530131	1,100
1	Calumet 4x5 View Camera	569448	1,250
1	Digital Equipment Micro Workstation	1518357	8,070
1	Fuji Pictography 3000 Printer and Ripstation with Daystar 600, Monitor, RAID Drive, Umax 11x17 30bit Color Scanner, Zip Drive-100MB Removable storage	1753138/1753139 1753137/1753140	21,684
1	Genesis MP Workstation	1753137	15,000
1	Hasselblad 150mm Lens	SN—7165227	950
1	Hasselblad 500 Camera	569462	1,000
1	Hasselblad 50mm Lens	277987	600
1	Hasselblad 80mm Lens	SN--NR6303139	550
4	Hasselblad Mag.Film-Back	SN-- UU524717/UV17898 4/RP3522912/RI3525 892	2,000
3	Iomega Zip Drive	1755842/1600088 1750296	375
1	JackHammer external HD	1755745	5,000
1	JVC Video Camera	0096403	2,100
1	Kodak 4045 Scanner	1532781	59,000
1	Kodak Digital Camera DCS 420	1753834	10,000
1	Kodak Digital Monitor	1532779	15,000

1	Kodak PCD Data Manager 200	1532780	20,000
1	Kodak PCD Film Scanner 2000	1813527	29,000
1	Kodak PCD Writer 205	1883525	2,500
1	Kodak PCD Writer 225	1531462	2,500
1	Kodak Video System	794517	850
1	Kodak XLS 8600 Printer	1518394	8,069
1	MacBeth Densitometer	0097703	4,500
1	Macintosh 9500/132Mhz CPU	1700134	3,000
1	Macintosh 9500/200 MHz CPU	1750280	3,500
1	Mass Microsystem PCMCIA Cardreader	1530132	350
1	Metz 60-CT Strobe	SN—076625	650
2	Metz Mecablitz 50MZ5 Strobe	044542	750
1	Minolta 4000 Flash	SN—60883381	200
1	Minolta Color Meter	1101520	440
1	Minolta Maxxum 9000 Camera	188711	400
1	NEC 5F Monitor	1331037	1,300
1	Nikon F2 Camera	569522	300
2	Nikon F4 Camera	1531768/1528615	2,049
2	Nikon LS-1000 Film Scanner	1753134/1753139	1,500
2	Nikon N90S Camera	1531770/1528621	1,000
2	Nikon SB-26 Flash	1528650/1528620	350
2	Nikon SB-26 Flash	1528615/1528617	350
1	Pic-Mount Slide Mount	1103215	1,375
1	PIW Workstation Monitor	1532779	4,000
1	Polaroid Camera	0569463	1,684
1	Radius 17" Monitor	1417088	800
1	Sharp Scanner	1530624	1,319
1	Sun Microsystems Workstation	1531464	29,000
1	Sun System Spark20	1532780	49,000
1	UMAX Mirage D-16L flatbed scanner	1753138	5,000

* Additional equipment available at Kennedy Space Center in Florida for Space Flight Awareness events.

- Background Stand Set (2 stands with cross-bar)
- Background Stand Case
- Extension Cords/25 foot (2)
- Galaxy Background
- Lowel Light Stands/8 foot (2)
- Space Shuttle Background
- Westcott Halo Umbrella (2)

3.7 Service Desk and Facilities Scheduling Services

Quantity	Item	NEMS #	Value (\$)
1	B & W Lanier Copier 6775	Cost-Per-Copy SN 611010	N/A
5	Xerox Scan and Storage Station (Apple 8100 & 17 in. Monitor, AGFA 36bit Color Scanner, Sierra 1.3GB removable Optical Storage Drive, 8GB DAT Storage Tape Drive, 230MB external Hard Drive, Zip Drive-100MB Removable storage)	1420617/1331641 044470/1336200/ 143070	9,184
1	Xerox Regal Color Copier and Ripstation (Apple 7600 & 14 in. Monitor)	Lease SN 2UW045244	N/A

APPENDIX B

Computer Hardware and Software Requirements

In instances where the Contractor is not provided with IPP computer hardware and software, the Contractor shall use computer hardware and software that is 100% interoperable with the Government's equipment and 100% Year-2000 compliant. The current minimum standards for desktop computers consist of a color monitor, keyboard, mouse, CD drive, and related peripheral devices. These desktop computers have processors that range from 68040/25MHz (Apple Macintosh Quadra) and 486/66 up to PowerPC 604e/250MHz and Pentium II/266MHz or equivalent. Hard disk sizes range from 250MG to 3GB, RAM from 16MB to 128MB, and monitors from 14 to 21 inches. These computers run Macintosh OS 7, Windows 3.1, Windows 95, and Windows NT. All computers shall also meet the NASA interoperability standard for file attachments, which currently is Microsoft Word 6.0, Microsoft Powerpoint 4.0, and Microsoft Excel 5.0. In addition, the Contractor shall provide 100% interoperability with the software listed below. The listing shall be updated by the Government as necessary.

Microsoft Windows-compatible Software

Standard Desktop Software

Claris Filemaker Pro
Eudora Pro
Lotus 1-2-3
McAfee Virus Scan
Microsoft Office 95 (Word, Excel, Powerpoint, Access)
Microsoft Office 97 (Word, Excel, Powerpoint, Access)
Netscape Navigator
Symantec Norton Antivirus

Specialty Software

Adobe Acrobat
Adobe Photoshop
Corel WordPerfect

Apple Macintosh-compatible Software

Standard Desktop Software

Claris Filemaker Pro
Eudora Pro
McAfee Virus Scan
Microsoft Office (Word, Excel, Powerpoint, Access)
Netscape Navigator
Symantec Norton Antivirus
Symantec Norton Utilities

Specialty Software

Adobe Acrobat
Adobe Illustrator
Adobe PageMaker
Adobe Persuasion
Adobe Photoshop
Canto Cumulus
Corel WordPerfect
Equilibrium Debabelizer
Macromedia Director Suite
Macromedia Freehand

Quark XPress
Starnine Webstar
Transverter Pro

APPENDIX C

IPP to be Maintained by the Contractor

C.1 Full Service Maintenance

Graphics Equipment

Quantity	Item	NEMS #
1	New Hermes Engraving Machine- -Vanguard 5000	1186047/G36548/G63 6547
1	Masterpiece 8770 Film Recorder	1532543

Photography Equipment

Quantity	Item	NEMS #
1	Fuji Pictography 3000 Printer and Ripstation with Daystar 600, Monitor, RAID Drive, UMax 11x17 30bit Color Scanner, Zip Drive-100MB Removable storage	1753138/1753139 1753137/1753140
1	Kodak 4045 Scanner	1532781
1	Kodak Digital Camera DCS 420	1753834
1	Kodak Digital Monitor	1532779
1	Kodak PCD CD-ROM M200	1812526
1	Kodak PCD Data Manager 200	1532780
1	Kodak PCD Film Scanner 2000	1813527
1	Kodak PCD Printer	SN-34654066
1	Kodak PCD Writer 205	1883525
1	Kodak PCD Writer 225	1531462
1	Kodak Video System	794517
1	Sun System Spark20	1532780

C.2 On-Call Maintenance

Audio-Visual Equipment

Quantity	Item	NEMS #
1	16mm Projector	0188521
2	35mm (Caramate)	0188522/0188523
1	35mm Projector	189567
1	35mm Projector	0649156
1	35mm Projector	0642512
1	35mm Projector	0569548
2	35mm Projector	0188483/0188484
1	8MM VCR	1530750
2	Amplifier	0181380/0181381
3	Amplifier	0087594,95,99
2	Amplifier	0087585/0087593
1	Amplifier	0087591
1	Anchor Equipment Lecture Stand	0087598
1	Anchor Equipment Stage Podium	G037526
1	Audio Cassette	0096318
1	Audio Rack	0087590
2	Bose Loudspeaker	0087600/0087601
1	Bose Freespace Sound System	SN--327719
2	Buhl Overhead Projector	0084343/0084344
2	Camera (JVC)	0517444/0517446
1	Canon Camcorder	1104306
1	Carver PST-24 Dual Cassette Deck	043047
1	Carver PSC-60 Pre-amplifier Tuner	SN--472874
1	Cassette Deck - Tascam 112R	188520
1	Cassette Recorder	0569618
1	Cassette Recorder Player	0569606
2	Compressor/Limiter	0000102/0000103
1	Computer Projector - Infocus	1600259
1	Conrac Cassette Player	0087584
1	Contac Dual Cassette Playback System	0087583
1	Control Panel	0000105
1	Crown Instrument Audio System	0279277
1	Custom Audio Table	0087602
1	D.O. Slide Projector	0087596
1	D.O. Slide Projector	0087597
1	Da-Lite Electric Screen	N/A
1	Digital Video Mixer	1417662

2	Dukane 4000 Overhead Projector	1338379/1338137
2	EIKI LC-7000 High-Resolution Projectors	SN--GBY01745/ GBY01714
1	EIKI Movie Projector	1103298
2	Electronic White Copy Board	1108358/ SN--G7213072
1	Elmo 16-CL Movie Proj.	139676
4	Equalizer	0022227/0022226 0022229/0022228
1	Fujitsu Adapter	1104302
1	GE Imager 901 Video Projector	1340325
1	Hitachi Video Camera	1103213
1	JVC Video Camera	0741921
1	Kodak AF-2 Projector	570760
2	Kodak Dual 35mm Proj.	0180967/0180968
1	Kramer SV-6E Super VHS 4X4 Switcher	SN--93101250350
3	Lectern, Adjustable	N/A
1	Lens	1103025
1	Mixer	0087592
2	Overhead Projector	1417707/1417708
1	Overhead Projector	0569610
2	Overhead Projector	0213675/0213676
1	Overhead Projector	0211760
1	Overhead Projector	0188486
1	Overhead Projector (6000 Lum.)	1417920
1	Panasonic Camcorder	1340043
1	Panasonic Video Camera	0828043
3	Panasonic Video Cassette Recorder	1336490/1336613/ 1337967
1	Panasonic AG-1310 VCR	SN--K6KN01741
3	Panasonic Video Monitor	1336188/1339904/ 1339905
1	Patchbay Panel	0000109
1	Professional Products Mixer	1103214
1	SBL Equalizer	0022230
1	Scanner	1343115
1	SD Reinforcement Mixer	0096317
1	Sharp Camcorder	1336259
1	Sharp Channel Mixer	1102808
2	Sharp Video Projector	1101946/1101947
1	Slide/Video Transfer Machine	SN--255825
1	Sony Video Cassette Recorder	0087588
2	Sony Video Cassette Recorder	1103103/1103104

1	Stereo Tuner AM/FM	0000108
2	Telex Autotrack Receiver	0181375/0181376
1	Telex Cassette Dup. System w/7 Slaves	0188487
1	Telex Reel-to-Reel System	0181378
1	TOA 16-Channel Mixer Board	0180966
1	TOA 32-Channel Audio Mixer	0087581
1	TOA 8-Channel Mixer Board	0087592
1	TOA Power Amplifier	1338376
1	Tuner	0022225
1	TV / VCR Magnavox	1753833
1	TV Monitor - 3" Screen	1183956
1	TV, Color	0306720
1	TV/VCR Video Unit	828040
1	VCR	0189461
1	VCR (Beta)	0189462
1	VCR Recorder	0022231
1	Video Cassette Recorder	0569577
1	White Instruments Analyzer	0181377
2	WolfVision VZ-5b Video Presenter	SN--5561/5562
1	Yamaha PM-180 Sound Reinforcement Mixer	0096325

Photographic Equipment

Quantity	Item	NEMS #
1	150mm Schneider Symmar Lens	281525
1	16MM F3.5 Nikor Lens	SN--044536
1	20-35MM F2.8 Nikor Lens	SN--044533
1	20mm Nikon Lens	281524
1	210mm Schneider Symmar Lens	281526
1	24-50MM F3.3 Nikor Lens	SN--044533
1	28-70MM F3.5 Nikor Lens	SN--217430
1	28-70mm Nikor Lens	SN--3238764
1	28mm Nikor Lens	281512
1	50mm Nikor Lens	281523
1	55mm Macro Nikor Lens	281517
1	7.5mm Fish Eye Nikor Lens	281515
1	75-300mm Nikor Lens	SN--273314
1	80-200MM F2.0 Nikor Lens	SN--835085
1	80-200mm Nikor Lens	044535
1	90mm Schneider Lens	281257

1	Calumet 4x5 View Camera	569448
1	Digital Equipment Micro Computer	1518357
1	Genesis MP Workstation	1753137
1	Hasselblad 150mm Lens	SN--7165227
1	Hasselblad 500 Camera	569462
1	Hasselblad 50mm Lens	277987
1	Hasselblad 80mm Lens	SN--NR6303139
4	Hasselblad Mag.Film-Back	SN-- UU524717/UV17898 4/RP3522912/RJ3525 892
1	JVC Video Camera	0096403
1	MacBeth Densitometer	0097703
1	Mass Microsystem PCMCIA Cardreader	1530132
1	Metz 60-CT Strobe	SN--076625
1	Metz Mecablitz 50MZ5 Strobe	044542
1	Minolta 4000 Flash	SN--60883381
1	Minolta Color Meter	1101520
1	Minolta Maxxum 9000 Camera	188711
1	NEC 5F Monitor	1331037
1	Nikon F2 Camera	569522
2	Nikon F4 Camera	1531768/1528615
2	Nikon LS-1000 Film Scanner	1753134/1753139
2	Nikon N90S Camera	1531770/1528621
2	Nikon SB-26 Flash	1528650/1528620
2	Nikon SB-26 Flash	1528615/1528617
1	Pic-Mount Slide Mount	1103215
1	Polaroid Camera	0569463
1	Sharp Scanner	1530624
1	Sun Microsystems Workstation	1531464
1	UMAX Mirage D-16L flatbed scanner	1753138

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON, D.C. 20210

Wage Determination No.: 84-0157
Revision No.: 10
Date of Last Revision: 04/02/1996

Alan L. Moss Division of
Director Wage Determinations

State(s): Dist. of Col., Maryland, Virginia

Area: MARYLAND COUNTIES OF PRINCE GEORGE'S.
VIRGINIA COUNTIES OF ACCOMACK.

****Fringe Benefits Required For All occupations included In
This Wage Determination Follow The occupational Listing****

OCCUPATION

MINIMUM HOURLY WAGE

Employed on NASA contracts for
administrative management services
at NASA - Wallops Flight Center:

In accordance with Sections 2(a) and 4(c) of the Service Contract Act, as amended, employees employed by the contractor in performing the above services and covered by the collective bargaining agreement(s) between Chernal, Inc. and International Association of Machinist and Aerospace Workers Local Lodge 2552, are to be paid wage rates and fringe benefits set forth in the bargaining agreement(s), effective: 7/1/96.

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$4.25 per week (or \$.85 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other

personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

**** NOTES APPLYING TO THIS WAGE DETERMINATION ****

**REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE
{Standard Form 1444 (SF 1444)}**

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. (See Section 4.6 (C)(vi)) when multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employee to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.

- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

NOTE:

In accordance with Section 4(c) of the Service Contract Act, as amended, the wage rates and fringe benefits set forth in this wage determination are based on a collective bargaining agreement(s) under which the incumbent contractor is operating. The wage determination sets forth the wage rates and fringe benefits provided by the collective bargaining agreement and applicable to performance on the service contract. However, failure to include any job classification, wage rate, or fringe benefit encompassed in the collective bargaining agreement does not relieve the successor contractor of the statutory requirements to comply as a minimum with the terms of the collective bargaining agreement insofar as wages and fringe benefits are concerned.

REGISTER OF WAGE DETERMINATION UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON, D.C. 20210

William W. Gross
Director

Division of
Wage Determinations

Wage Determination No.: 94-2103
Revision No.: 13
Date of Last Revision : 06/01/97

State(s): Dist. of Col., Maryland, Virginia

Area: MARYLAND COUNTIES OF CALVERT, CHARLES, FREDERICK, MONTGOMERY,
PRINCE GEORGE'S, ST MARY'S.
VIRGINIA COUNTIES OF ALEXANDRIA, ARLINGTON, FAIRFAX, FALLS CHURCH,
FAUQUIER, KING GEORGE, LOUDOUN, PRINCE WILLIAM, STAFFORD.

****Fringe Benefits Required For All Occupations Included In
This wage Determination Follow The occupational Listing****

OCCUPATION CODE AND TITLE

MINIMUM HOURLY WAGE

ADMINISTRATIVE SUPPORT AND CLERICAL

01011	Accounting Clerk I	\$ 8.79
01012	Accounting Clerk II	\$ 10.28
01013	Accounting Clerk III	\$ 12.15
01014	Accounting Clerk IV	\$ 14.16
01030	Court Reporter	\$ 13.22
01050	Dispatcher, Motor Vehicle	\$ 13.85
01060	Document Preparation Clerk	\$ 10.25
01070	Messenger (Courier)	\$ 9.67
01090	Duplicating Machine Operator	\$ 10.25
01110	Film/Tape Librarian	\$ 12.88
01115	General Clerk I	\$ 7.82
01116	General-Clerk II	\$ 9.17
01117	General Clerk III	\$ 10.25
01118	General Clerk IV	\$ 14.31
01120	Housing Referral Assistant	\$ 14.82
01131	Key Entry Operator I	\$ 10.05
01132	Key Entry Operator II	\$ 11.23
01191	Order Clerk I	\$ 11.26
01192	Order Clerk II	\$ 12.44
01261	Personnel Assistant (Employment) I	\$ 10.33
01262	Personnel Assistant (Employment) II	\$ 11.28
01263	Personnel Assistant (Employment) III	\$ 13.00
01264	Personnel Assistant (Employment) IV	\$ 15.50
01270	Production Control Clerk	\$14.82
01290	Rental Clerk	\$12.08
01300	Scheduler. Maintenance	\$12.08
01311	Secretary I	\$12.08
01312	Secretary II	\$13.22
01313	Secretary III	\$14.82
01314	Secretary IV	\$16.86
01315	Secretary V	\$18.96
01320	Service Order Dispatcher	\$12.08
01341	Stenographer I	\$13.26

01342	Stenographer II	\$ 14.87
01400	Supply Technician	\$ 16.86
01420	Survey Worker (Interviewer)	\$ 13.22
01460	Switchboard Operator Receptionist	\$ 10.28
01510	Test Examiner	\$ 13.22
01520	Test Proctor	\$ 13.22
01531	Travel Clerk I	\$ 7.98
01532	Travel Clerk II	\$ 8.60
01533	Travel Clerk III	\$ 9.26
01611	Word Processor I	\$ 10.48
01612	Word Processor II	\$ 12.05
01613	Word Processor III	\$ 14.95

AUTOMATIC DATA PROCESSING:

03010	Computer Data Librarian	\$ 9.97
03041	Computer Operator I	\$ 10.23
03042	Computer Operator II	\$ 12.06
03043	Computer operator III	\$ 14.62
03044	Computer Operator IV	\$ 16.53
03045	Computer Operator V	\$ 17.79
03071	Computer Programmer I 1/	\$ 14.46
03072	Computer Programmer II 1/	\$ 16.97
03073	Computer Programmer III 1/	\$ 19.87
03074	Computer Programmer IV 1/	\$ 23.04
03101	Computer Systems Analyst I 1/	\$ 17.93
03102	Computer Systems Analyst II 1/	\$ 23.32
03103	Computer Systems Analyst III 1/	\$ 27.12
03160	Peripheral Equipment Operator	\$ 9.97

AUTOMOTIVE SERVICE:

05005	Automobile Body Repairer, Fiberglass	\$ 18.39
05010	Automotive Glass Installer	\$ 16.45
05040	Automotive Worker	\$ 16.45
05070	Electrician, Automotive	\$ 17.44
05100	Mobile Equipment Servicer	\$ 14.43
05130	Motor Equipment Metal Mechanic	\$ 18.39
05160	Motor Equipment Metal Worker	\$ 16.45
05190	Motor Vehicle Mechanic	\$ 18.46
05220	Motor Vehicle Mechanic Helper	\$ 13.38
05250	Motor Vehicle Upholstery Worker	\$ 15.47
05280	Motor Vehicle Wrecker	\$ 16.45
05310	Painter, Automotive	\$ 17.44
05340	Radiator Repair Specialist	\$ 16.45
05370	Tire Repairer	\$ 14.43
05400	Transmission Repair Specialist	\$ 18.39

FOOD PREPARATION AND SERVICE:

07010	Baker	\$ 11.47
07041	Cook I	\$ 10.06
07042	Cook II	\$ 11.47
07070	Dishwasher	\$ 7.23
07100	Food Service Worker (Cafeteria Worker)	\$ 7.23
07130	Meat Cutter	\$ 11.47
07250	Waiter/Waitress	\$ 7.89

FURNITURE MAINTENANCE AND REPAIR

09010	Electrostatic Spray Painter	\$ 17.44
09040	Furniture Handler	\$ 12.13
09070	Furniture Refinisher	\$ 17.44
09100	Furniture Refinisher Helper	\$ 13.38
09110	Furniture Repairer, Minor	\$ 15.47
09130	Upholsterer	\$ 17.44

GENERAL SERVICES AND SUPPORT:

11030	Cleaner, Vehicles	\$ 7.23
11060	Elevator Operator	\$ 7.23
11090	Gardener	\$ 10.06
11121	Housekeeping Aide I	\$ 6.44
11122	Housekeeping Aide II	\$ 7.26
11150	Janitor	\$ 7.23
11210	Laborer, Grounds Maintenance	\$ 7.89
11240	Maid or Houseman	\$ 6.39
11270	Pest Controller	\$ 10.79
11300	Refuse Collector	\$ 7.23
11330	Tractor Operator	\$ 9.33
11360	Window Cleaner	\$ 7.89

HEALTH:

12020	Dental Assistant	\$ 9.73
12040	Emergency Medical Technician/ Paramedic Ambulance Driver	\$ 10.42
12071	Licensed Practical Nurse I	\$ 12.69
12072	Licensed Practical Nurse II	\$ 14.25
12073	Licensed Practical Nurse III	\$ 15.95
12100	Medical Assistant	\$ 8.69
12130	Medical Laboratory Technician	\$ 8.69
12160	Medical Record Clerk	\$ 8.69
12190	Medical Record Technician	\$ 12.05
12221	Nursing Assistant I	\$ 7.28
12222	Nursing Assistant II	\$ 8.18
12223	Nursing Assistant III	\$ 10.48
12224	Nursing Assistant IV	\$ 11.77
12250	Pharmacy Technician	\$ 10.84
12280	Phlebotomist	\$ 8.69
12311	Registered Nurse I	\$ 15.88
12312	Registered Nurse II	\$ 17.80
12313	Registered Nurse II, Specialist	\$ 19.65
12314	Registered Nurse III	\$ 21.55
12315	Registered Nurse III, Anesthetist	\$ 21.55
12316	Registered Nurse IV	\$ 25.83

INFORMATION AND ARTS:

13002	Audiovisual Librarian	\$ 16.86
13011	Exhibits Specialist I	\$ 15.11
13012	Exhibits Specialist II	\$ 18.90
13013	Exhibits Specialist III	\$ 23.27
13041	Illustrator I	\$ 15.11
13042	Illustrator II	\$ 18.90
13043	Illustrator III	\$ 23.27

13047	Librarian	\$ 18.96
13050	Library Technician	\$ 13.22
13071	Photographer I	\$ 13.46
13072	Photographer II	\$ 15.11
13073	Photographer III	\$ 18.90
13074	Photographer IV	\$ 23.27
13075	Photographer V	\$ 25.60

LAUNDRY, DRY CLEANING, PRESSING:

15010	Assembler	\$ 6.01
15030	Counter Attendant	\$ 6.01
15040	Dry Cleaner	\$ 7.77
15070	Finisher, Flatwork, Machine	\$ 6.01
15090	Presser, Hand	\$ 6.01
15100	Presser, Machine, Dry Cleaning	\$ 6.01
15130	Presser, Machine, Shirts	\$ 6.01
15160	Presser, Machine, Wearing Apparel, Laundry	\$ 6.01
15190	Sewing Machine Operator	\$ 8.39
15220	Tailor	\$ 8.99
15250	Washer, Machine	\$ 6.60

MACHINE TOOL OPERATION AND REPAIR:

19010	Machine-tool Operator (Toolroom)	\$17.44
19040	Tool and Die Maker	\$21.24

MATERIALS HANDLING AND PACKING:

21010	Fuel Distribution System Operator	\$14.80
21020	Material Coordinator	\$ 14.64
21030	Material Expediter	\$ 14.64
21040	Material-Handling Laborer	\$ 10.01
21050	Order Filler	\$ 12.76
21071	Forklift Operator	\$ 10.93
21080	Production Line Worker (Food Processing)	\$ 11.25
21100	Shipping/Receiving Clerk	\$ 11.78
21130	Shipping Packer	\$ 10.99
21140	Store Worker I	\$ 8.61
21150	Stock Clerk (Shelf Stocker; Store Worker II)	\$ 10.50
21210	Tools and Parts Attendant	\$ 12.73
21400	Warehouse Specialist	\$ 11.25

MECHANICS AND MAINTENANCE AND REPAIR:

23010	Aircraft Mechanic	\$ 18.39
23040	Aircraft Mechanic Helper	\$ 13.38
23050	Aircraft Quality Control Inspector	\$ 19.37
23060	Aircraft Servicer	\$ 15.47
23070	Aircraft Worker	\$ 16.45
23100	Appliance Mechanic	\$ 17.44
23120	Bicycle Repairer	\$ 14.43
23125	Cable Splicer	\$ 18.39
23130	Carpenter, Maintenance	\$ 17.44
23140	Carpet Layer	\$ 16.85

23160	Electrician, Maintenance	\$ 17.93
23181	Electronics Technician, Maintenance I	\$ 15.51
23182	Electronics Technician, Maintenance II	\$ 19.80
23183	Electronics Technician, Maintenance III	\$ 21.56
23260	Fabric Worker	\$ 15.23
23290	Fire Alarm System Mechanic	\$ 18.39
23310	Fire Extinguisher Repairer	\$ 14.43
23340	Fuel Distribution System Mechanic	\$ 18.39
23370	General Maintenance Worker	\$ 15.90
23400	Heating, Refrigeration and Air Conditioning Mechanic	\$ 18.39
23430	Heavy Equipment Mechanic	\$ 18.39
23440	Heavy Equipment Operator	\$ 18.66
23460	Instrument Mechanic	\$ 18.39
23470	Laborer	\$ 9.71
23500	Locksmith	\$ 17.44
23530	Machinery Maintenance Mechanic	\$ 19.82
23550	Machinist, Maintenance	\$ 20.79
23580	Maintenance Trades Helper	\$ 13.38
23640	Millwright	\$ 18.39
23700	Office Appliance Repairer	\$ 17.44
23740	Painter, Aircraft	\$ 17.44
23760	Painter, Maintenance	\$ 17.44
23790	Pipefitter, Maintenance	\$ 17.77
23800	Plumber, Maintenance	\$ 17.44
23820	Pneudraulic Systems Mechanic	\$ 18.39
23850	Rigger	\$ 18.39
23870	Scale Mechanic	\$ 16.45
23890	Sheet-metal Worker, Maintenance	\$ 18.39
23910	Small Engine Mechanic	\$ 19.37
23930	Telecommunications Mechanic I	\$ 18.39
23931	Telecommunications Mechanic II	\$ 19.37
23950	Telephone Lineman	\$ 18.39
23960	Welder, Combination, Maintenance	\$ 18.39
23965	Well Driller	\$ 18.39
23970	Woodcraft Worker	\$ 18.39
23980	Woodworker	\$ 14.80

PERSONAL NEEDS:

24570	Child Care Attendant	\$ 8.69
24580	Child Care Center Clerk	\$ 10.54
24600	Chore Aide	\$ 6.39
24630	Homemaker	\$ 12.05

PLANT AND SYSTEM OPERATION:

25010	Boiler Tender	\$ 18.39
25040	Sewage Plant Operator	\$ 17.44
25070	Stationary Engineer	\$ 18.39
25190	Ventilation Equipment Tender	\$ 13.38
25210	Water Treatment Plant Operator	\$ 17.44

PROTECTIVE SERVICE:

27004	Alarm Monitor	
27006	Corrections Officer	\$ 11.20
27010	Court Security Officer	\$ 14.90
27040	Detention Officer	\$ 15.76
27070	Firefighter	\$ 15.76
27101	Guard I	\$ 14.65
27102	Guard II	\$ 8.50
27130	Police Officer	\$ 11.20
		\$ 17.54

**STEVEDORING/LONGSHOREMEN SERVICE
OCCUPATIONS:**

28010	Blocker and Bracer	\$ 13.83
28020	Hatch Tender	\$ 13.83
28030	Line Handler	\$ 13.83
28040	Stevedore I	\$ 13.00
28050	Stevedore II	\$ 14.66

TECHNICAL:

29023	Archeological Technician I	\$ 13.63
29024	Archeological Technician II	\$ 15.25
29025	Archeological Technician III	\$ 18.90
29030	Cartographic Technician	\$ 18.90
29035	Computer Based Training Specialist/Instructor	\$ 17.93
29040	Civil Engineering Technician	\$ 18.90
29061	Drafter I	\$ 10.75
29062	Drafter II	\$ 13.46
29063	Drafter III	\$ 15.11
29064	Drafter IV	\$ 18.90
29081	Engineering Technician I	\$ 11.55
29082	Engineering Technician II	\$ 13.40
29083	Engineering Technician III	\$ 16.10
29084	Engineering Technician IV	\$ 18.48
29085	Engineering Technician V	\$ 22.60
29086	Engineering Technician VI	\$ 27.35
29090	Environmental Technician	\$ 18.27
29100	Flight Simulator/Instructor (Pilot)	\$ 23.32
29150	Graphic Artist	\$ 17.93
29160	Instructor	\$ 18.40
29210	Laboratory Technician	\$ 14.62
29240	Mathematical Technician	\$ 18.48
29361	Paralegal/Legal Assistant I	\$ 13.22
29362	Paralegal/Legal Assistant II	\$ 16.86
29363	Paralegal/Legal Assistant III	\$ 20.62
29364	Paralegal/Legal Assistant IV	\$ 24.95
29390	Photooptics Technician	\$ 18.48
29480	Technical Writer	\$ 16.72
29491	Unexploded Ordnance Technician I	\$ 14.74
29492	Unexploded Ordnance Technician II	\$ 17.83
29493	Unexploded Ordnance Technician III	\$ 21.37
29494	Unexploded Safety Escort	\$ 21.37
29495	Unexploded Sweep Personnel	\$ 14.74
29620	Weather Observer, Senior 2/	\$ 17.02

29621	Weather Observer, Combined 2/ Upper Air and Surface Programs	\$ 14.62
29622	Weather Observer, Upper Air 2/	\$ 14.62

**TRANSPORTATION/MOBILE EQUIPMENT
OPERATION:**

31030	Bus Driver	\$ 13.24
31260	Parking and Lot Attendant	\$ 7.50
31290	Shuttle Bus Driver	\$ 10.42
31300	Taxi Driver	\$ 9.67
31361	Truckdriver, Light Truck	\$ 10.42
31362	Truckdriver, Medium Truck	\$ 13.24
31363	Truckdriver, Heavy Truck	\$ 15.54
36364	Truckdriver, Tractor-Trailer	\$ 16.93

MISCELLANEOUS:

99020	Animal Caretaker	\$ 8.61
99030	Cashier	\$ 6.51
99041	Carnival Equipment Operator	\$ 9.33
99042	Carnival Equipment Repairer	\$ 10.06
99043	Carnival worker	\$ 7.23
99050	Desk Clerk	\$ 9.45
99095	Embalmer	\$ 18.40
99300	Lifeguard	\$ 6.89
99310	Mortician	\$ 18.40
99350	Park Attendant (Aide)	\$ 8.48
99400	Photofinishing Worker (Photo Lab / Dark Room Technician)	\$ 7.58
99500	Recreation Specialist	\$ 15.40
99510	Recycling Worker	\$ 9.33
99610	Sales Clerk	\$ 6.75
99620	School Crossing Guard (Cross walk Attendant)	\$ 7.23
99630	Sports Official	\$ 6.75
99658	Survey Party Chief	\$ 10.93
99659	Surveying Technician	\$ 9.42
99660	Surveying Aide	\$ 6.16
99690	Swimming Pool Operator	\$ 11.47
99720	Vending Machine Attendant	\$ 9.33
99730	Vending Machine Repairer	\$ 11.47
99740	Vending Machine Repairer Helper	\$ 9.33

****Fringe Benefits Required For All Occupations Included In
This Wage Determination ****

HEALTH & WELFARE: \$1.16 per hour or \$46.40 per week or \$201.07 per month.

VACATION: Two weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years; 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractor in the performance of similar work at the same Federal facility.
(Reg. 4.173)

HOLIDAYS: Minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

- 1/ Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See 29 CFR .156)
- 2/ **APPLICABLE TO WEATHER OBSERVERS ONLY - NIGHT PAY & SUNDAY PAY:**
If you work at night as a part of a regular tour of duty, you will earn a NIGHT DIFFERENTIAL and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employee (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms, and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$4.25 per week (or \$.85 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards Set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

**** NOTES APPLYING TO THIS WAGE DETERMINATION ****

Source of Occupational Titles and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Second Supplement, dated August 1995, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)} .

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

Attachment C: Statement of Equivalent Rates

[illegible]

Attachment C: Statement of Equivalent Rates

[illegible]